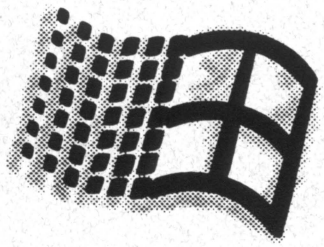
User's Guide



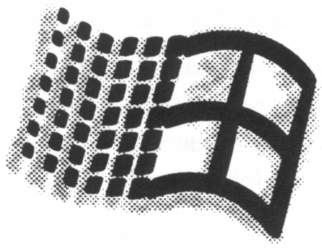
Microsoft® Windows™ 95

Beta Docs

For the Microsoft® Windows™ Operating System

Microsoft Corporation

User's Guide



Microsoft® Windows™ 95

Beta Docs

For the Microsoft® Windows™ Operating System

Microsoft Corporation

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Template: CHICFRNT.DOT Author: Joe Oswald Last Saved By: Joe Oswald
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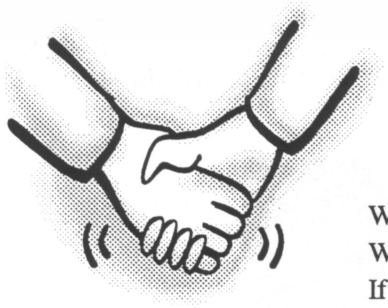
Welcome



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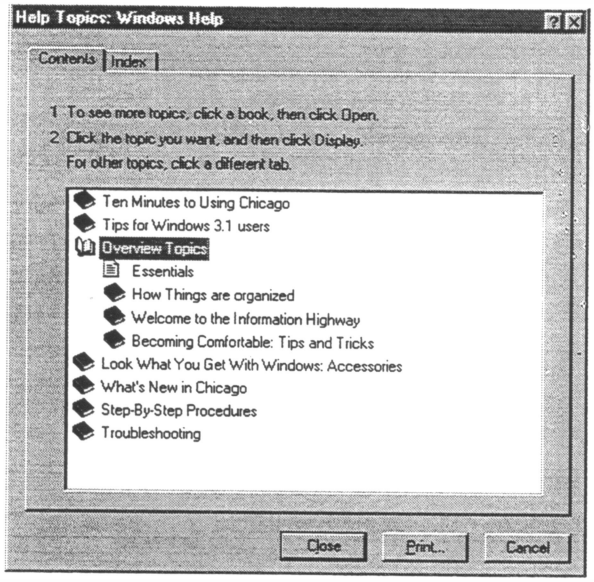
Welcome to Microsoft® Windows™ 95. This book introduces you to Windows and gets you up and running quickly. It shows you how to do the most common tasks, provides you with tips, and points you to some of the exciting features that come with Windows.

If you want to explore Windows in more depth or learn about some of the more technical aspects of Windows, the next topic in this section, "Where to Find the Information You Need," points you to other sources of information.

Where to find the information you need

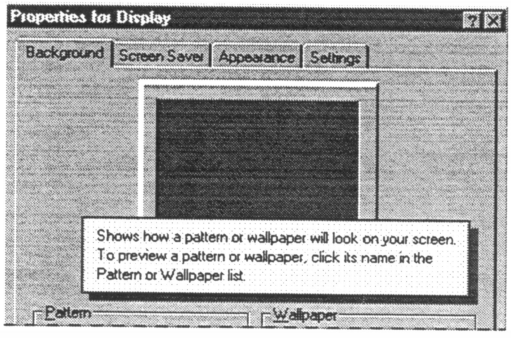
Help on procedures

Help is the primary source of information about Windows. You can browse the Contents for common tasks, search the Index for other tasks, and use the Find tab to search for text. To start Help, click the Start button, and then click Help.



Help on a specific item

To learn about an item on your screen, click the question mark button, and then click the item you want to learn about. A description of the item appears on your screen.


Properties for Display
Background
Screen Saver
Appearance
Settings
Shows how a pattern or wallpaper will look on your screen. To preview a pattern or wallpaper, click its name in the Pattern or Wallpaper list.
Pattern
Wallpaper

User's Guide (this book)

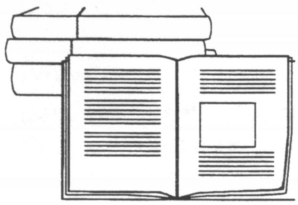
The *Microsoft Windows 95 User's Guide* contains common tasks, visual overviews, a catalog of Windows features, and a glossary of basic terms that includes visual examples.

Resource Kit

The *Microsoft Windows 95 Resource Kit* contains technical information about Windows, plus information for network administrators. To obtain a Resource Kit, send in the coupon in the back of this book.

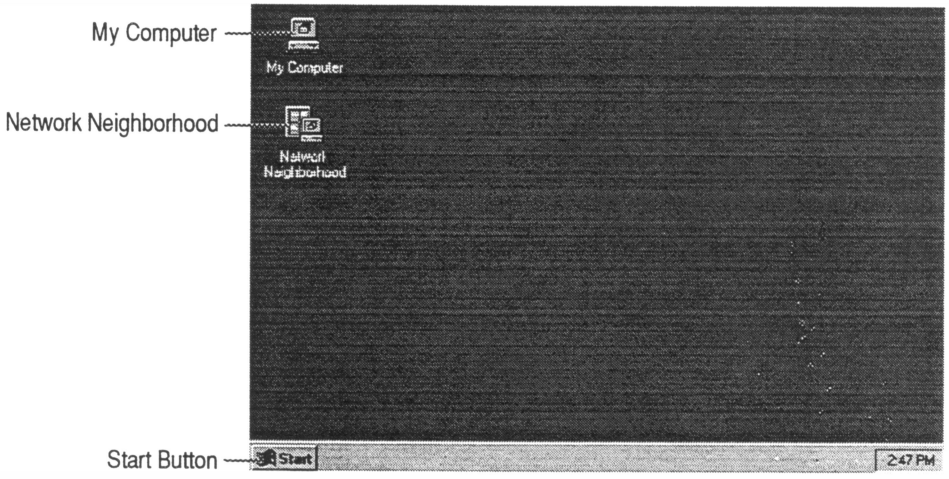
Microsoft Press Books

Numerous other books contain information about basic computer skills, desktop applications, and programming topics.



What's on your Windows 95 screen

Depending on how your computer is set up, you will see various items on your screen when you start Windows. Here are three important ones.



My Computer

Double-click this icon to see what files and folders are on your computer. You can use My Computer to manage your files. For more information, see Chapter 2, "Beyond the Basics."

Network Neighborhood

Double-click this icon to see what files, folders, and computers are available on your network, if your computer is connected to one. For more information, see Chapter 2, "Beyond the Basics."

Start Button

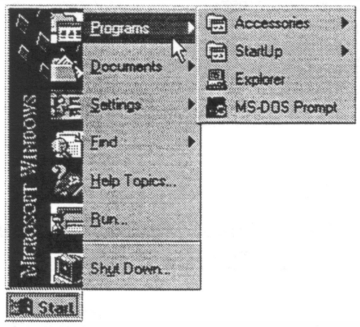
The Start button is located on the taskbar. You can use the Start button to start a program, open a document, change system settings, get Help, find items on your computer, and shut down your computer. For more information, see Chapter 1, "The Basics."

If you've used Windows before...

Take a look at how some familiar elements of Microsoft Windows version 3.1 have changed for Windows 95.

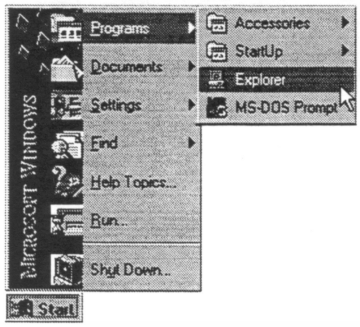
Program Manager

You can find your old program groups by clicking the Start button and then clicking Programs. Your groups appear as folders on the Programs menu.



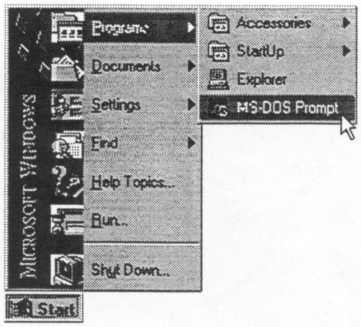
File Manager

To manage your files, you click the Start button, click Programs, and then click Explorer.



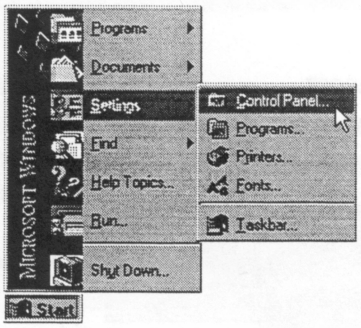
MS-DOS Prompt

To open an MS-DOS window, you click the Start button, click Programs, and then click MS-DOS Prompt.



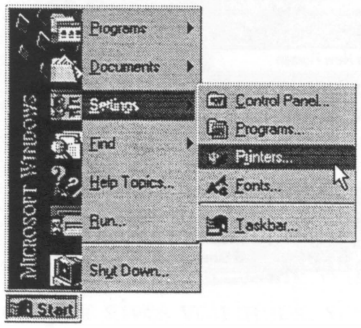
Control Panel

To open Control Panel, you click the Start button, click Settings, and then click Control Panel.



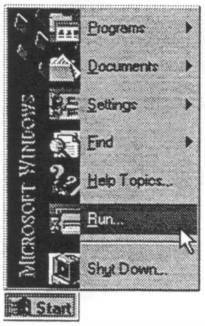
Print Manager

To set up a printer or look at information about documents you're printing, you click the Start button, click Settings, and then click Printers.



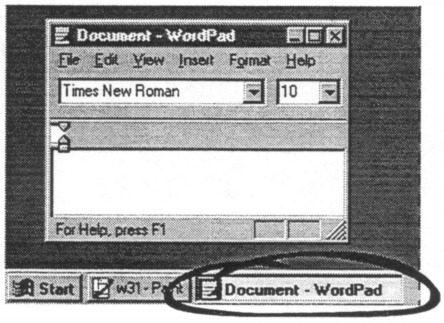
Run Command

To use the Run command, you click the Start button, and then click Run.



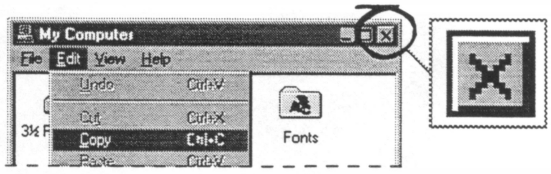
Task Switching

To switch between running programs, you click the button on the Taskbar that represents the program you want to switch to.



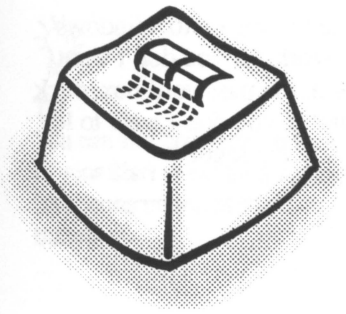
Close Button

To close a window, click the Close button in the upper-right corner of the window, next to the Minimize and Maximize buttons.



CHAPTER 1

The Basics



What's the key to using Windows? The Start menu! This chapter gives you quick, simple instructions to get you up and running. You will also learn how to use online Help, which will help you get your work done and learn Windows.

Contents

Getting Started with Windows 95 2
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Template: CHICAGO.DOT Author: Joe Oswald Last Saved By: Joe Oswald
Revision #: 144 Page: 1 of 16 Printed: 10/14/94 03:37 PM
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Getting Started with Windows 95

This section gives you a quick overview of getting started with Windows.

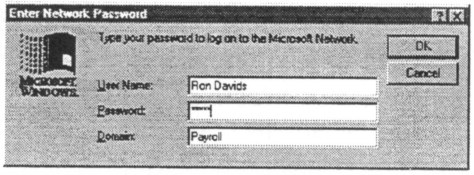
Logging on to Windows

When you first start Windows, you are prompted to log on to Windows or, if you have a network, to log on to your network. (If you don't want to log on with a password, don't type anything in the password box, click OK, and you won't see this prompt in the future. If you don't want to log on to a network, you can also click Cancel to skip the logon.)

TIP
If you're on a network and don't know your domain, contact your network administrator.

To log on to Windows

1. In the User Name box, type your name.
2. In the Password box, type a password. The first time, you will be prompted to confirm your password.



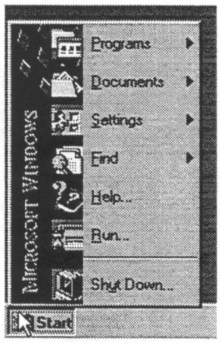
3. If you are logging on to a network, type your domain.

The Start button and taskbar

The Start button and taskbar are located at the bottom of your screen when you start Windows for the first time. By default, they are always visible when you are running Windows.

Starting with the Start menu

When you click the Start button, you see a menu that contains everything you need to begin using Windows.



TIP
You can add programs to the top of your Start menu by dragging their icons on top of the Start button.

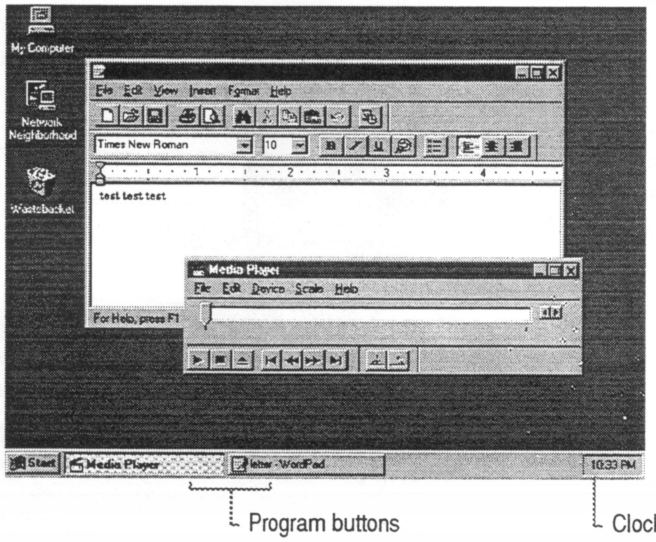
If you want to start a program, click Programs. If you want Help on doing something in Windows, click Help. These options will be described in more detail in the rest of this chapter; an overview of each is shown below.

Command	What it does
Programs	Starts a program.
Documents	Opens a document that you've opened previously by using My Computer or Explorer.
Settings	Adjusts system settings.
Find	Finds a document or folder on your computer or on a network.
Help	Starts Help. You can then use the Help Contents or Index to find out how to do a task in Windows.
Run	Starts a program using the MS-DOS command for the program.
Shut Down	Shuts down the computer.

Depending on your computer and the options you have chosen, you may see additional items on your menu.

The taskbar

Every time you start a program, a button representing that program appears on the taskbar. To switch between programs, just click the button for the program you want. When you close a program, its button goes away.

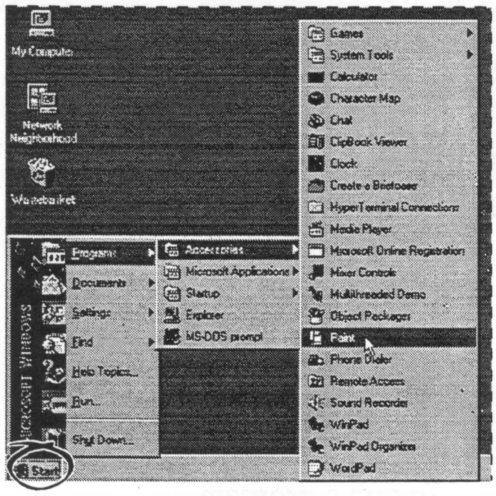


The taskbar can also contain icons, such as a printer icon representing your print job, or a battery icon representing power on your portable computer. At the right end of the taskbar is the clock icon. To view or change the settings for any of these icons, just double-click them.

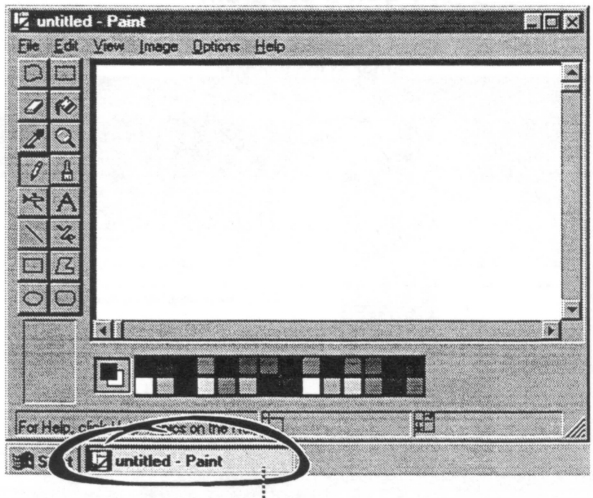
Starting and Quitting a Program

You can use the Start button to start your word processor, a game, or any other program you want to use.

To start a program



1. Click the Start button, and then click Programs.
2. Click the folder, such as Accessories, that contains the program, and then click the program.



A new button for the program appears on the taskbar, next to the Start button.

TIP

If you know the location and command name of a program, you can start it quickly by using the Run command.

TIP

You can drag program icons from My Computer or the Programs folder onto the Start button. When you drag an icon onto the Start button, it is added to the top of the Start menu.

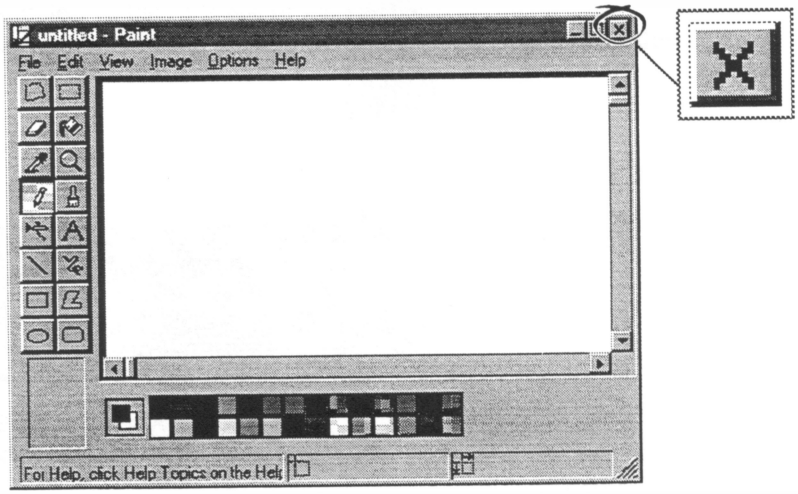
What appears when you click Programs?

The programs and folders you see when you click Programs come from three places:

- When you install Windows, you see several programs, such as Explorer and the MS-DOS prompt, and several folders on the Programs menu. Each folder contains programs that are grouped together for easy access.
- Windows also includes the Startup folder, in which you can put programs you want to start automatically when you start your computer. When you install new programs on your computer, you may see additional folders.
- If you upgraded from a previous version of Windows, your old program groups appear as folders.
- You can change where programs are listed, either in folders or on the top level of the Start menu. For more information, see "Personalizing Windows" in Chapter 2, "Beyond the Basics."

To quit a program

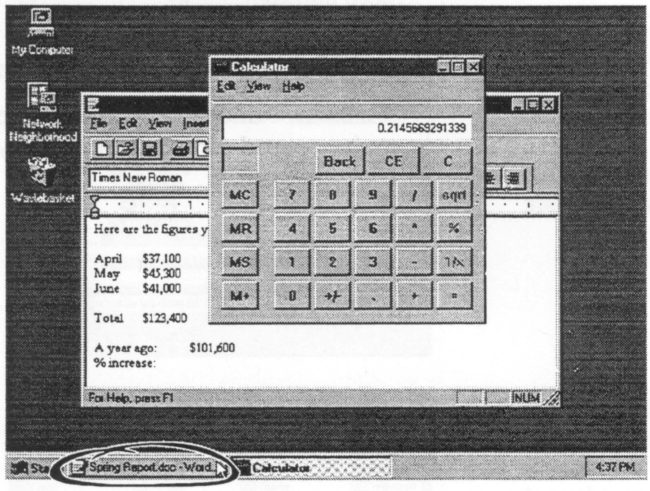
- Click the Close button at the upper-right corner of the window.



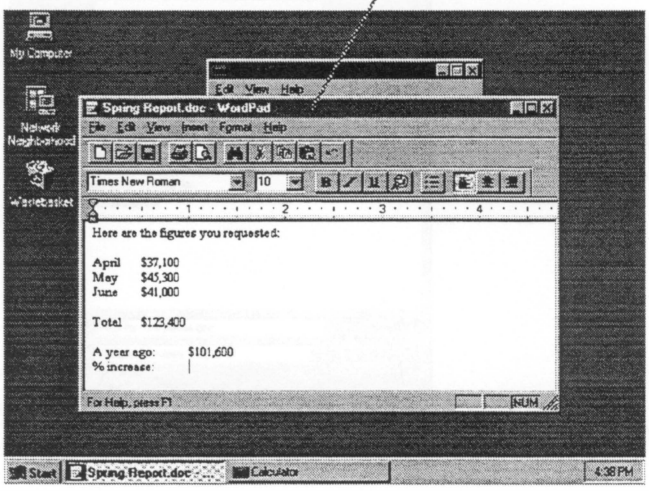
You can run as many programs as you want at the same time. Windows makes it easy to switch between the programs you are running.

To switch between programs

- Click the taskbar button for the program you want.



The program appears in front of the other windows.



See Also

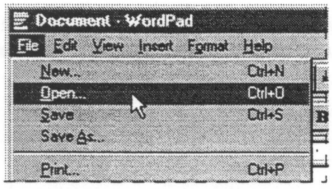
For more information about running programs, look up "running programs" in the Help Index.

Opening a Document

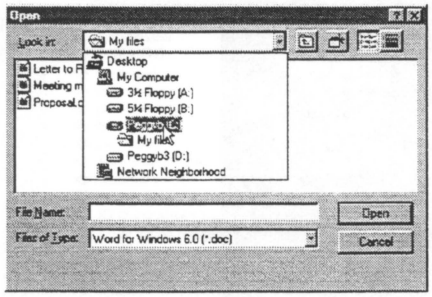
There are several ways to open documents in Windows. You can:

- Open your document from within the program you use to create it.
- Use the Find command on the Start menu to locate the document. For more information, see "Finding Something on Your Computer" later in this chapter.
- Double-click a document in My Computer.
- Use the Documents command on the Start menu to open a document you've opened recently by using My Computer or Explorer.

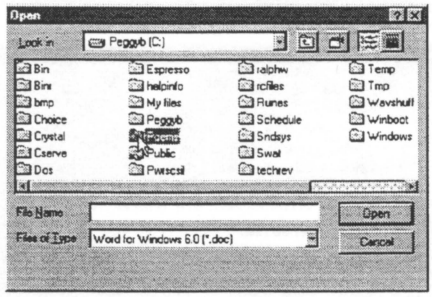
To open a document from within a program



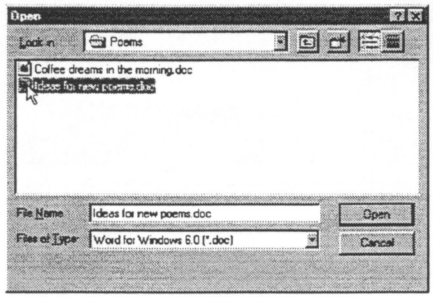
1. On the File menu, click Open.



2. To open a document in a different folder, click the arrow next to the Look In box, and then click the disk that contains the folder.



3. Double-click the folder that contains the document you want to open. You may have to scroll to see more folders.



4. Click the document you want to open, and then click Open.

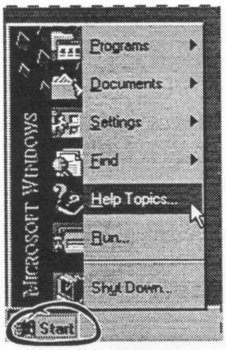
See Also

For information about documents, look up "documents" in the Help Index.

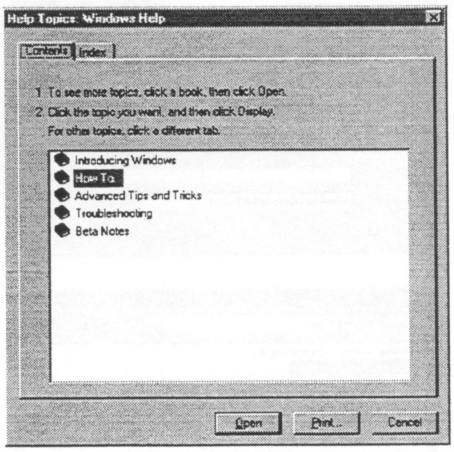
Getting Help

Online Help is essential to learning and using Windows. There are two kinds of Help: Help about a specific procedure, and Help that gives you information about what you see on your screen.

To get Help



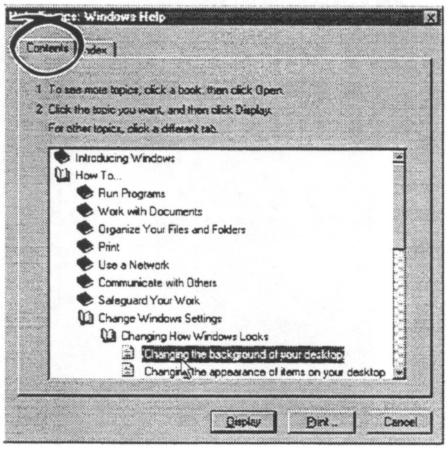
Click the Start button, and then click Help.

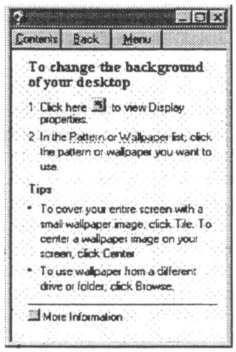


The list of Help topics appears. You can search for things in Help in several ways.

To find Help through the Contents

- Click the Contents tab to find topics grouped by subject, and then follow the instructions on your screen.




Contents
Back
Menu
To change the background of your desktop
1 Click here to view Display properties.
2 In the Pattern or Wallpaper list, click the pattern or wallpaper you want to use.
Tips
• To cover your entire screen with a small wallpaper image, click Tile. To center a wallpaper image on your screen, click Center.
• To use wallpaper from a different drive or folder, click Browse.
More Information

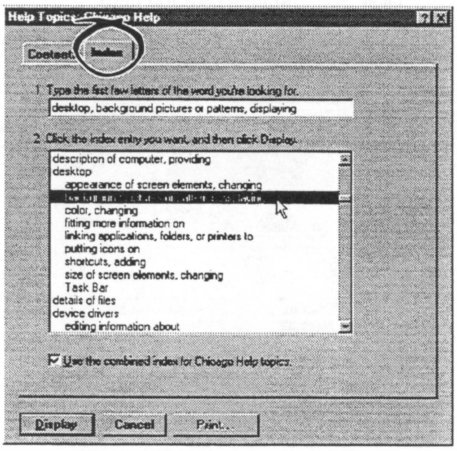
- To return to the list of topics, click Contents.

TIP

If you see green text in a Help topic, you can click it to see a definition of the term.

To find Help through the Index

- Click the Index tab to find specific topics listed alphabetically, and then follow the instructions on your screen.



Chicago Help
Contents
Index
Print
To change your desktop background
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• To use wallpaper from a different drive or folder, click Browse.
More Information

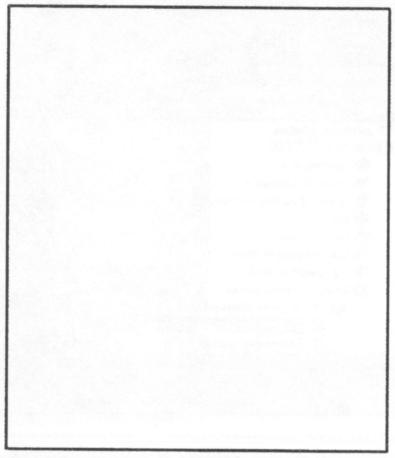
- To return to the list of topics, click Contents.

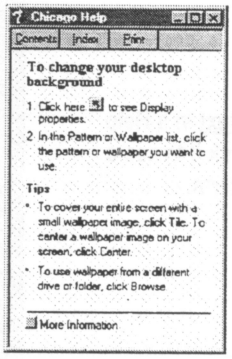
TIP

To scroll the Help Index, type the first few letters of the word you want to search for. The Index is arranged just like a book index. If you don't find the entry you want, try another entry.

To find Help topics containing a word or phrase

- Click the Find tab to find all the topics that contain a specific word or phrase, and then follow the instructions on your screen.

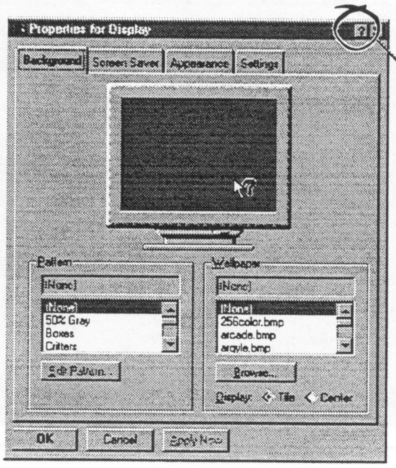



Chicago Help
Contents
Index
Print
To change your desktop background
1. Click here to see Display properties.
2. In the Pattern or Wallpaper list, click the pattern or wallpaper you want to use.
Tips
• To cover your entire screen with a small wallpaper image, click Tile. To center a wallpaper image on your screen, click Center.
• To use wallpaper from a different drive or folder, click Browse.
More Information

- To return to the list of topics, click Contents.

To get Help on a specific item

- For information about an item in a dialog box, click ?, and then click the item.



- A pop-up explanation appears. Click it to make it disappear.

Shows how a pattern or wallpaper will look on your screen. To preview a pattern or wallpaper, click its name in the Pattern or Wallpaper list.

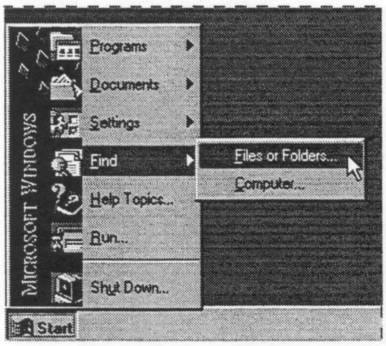
TIP

You can also use your right mouse button to click an area of the screen, and then click What's This?

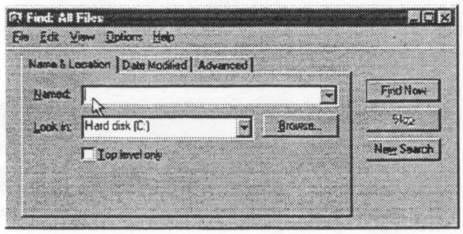
Finding Something on Your Computer

If you've forgotten where a document or folder is, you can use the Find command to find and open it.

To find something



1. Click the Start button, and then click Find.
2. Click Files Or Folders.



3. Click the Named box, and then type the name of the file or folder you want to find.
4. To specify where to search, click the arrow next to the Look In box or click Browse.
5. To start the search, click Find Now.

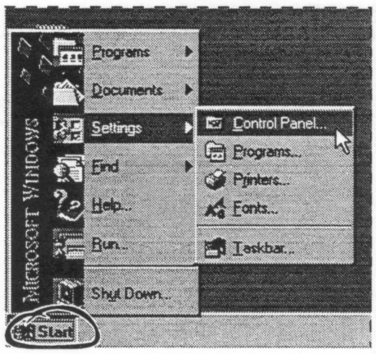
TIP

To speed up the search, type the name of the main (high-level) folder if you know it. For example, if you know the file is somewhere in the Windows folder on your C drive, type c:\windows.

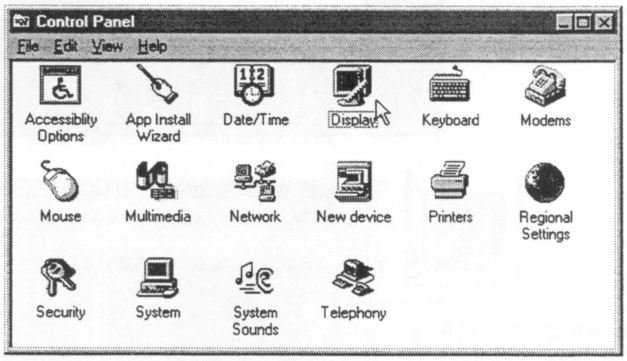
Changing System Settings

Using Control Panel, you can change the way Windows looks and works.

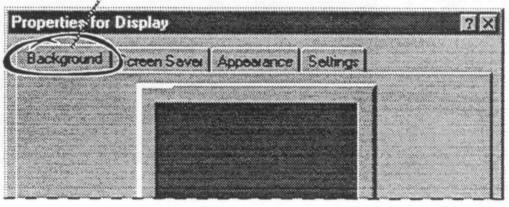
To change Windows settings



1. Click the Start button, and then click Settings.
2. Click Control Panel.
3. Double-click an icon to see the settings you can change.



To see more settings, click the tabs at the top of the dialog box that appears.



See Also

For information about dialog boxes, see the "Visual Glossary" appendix.

Starting a Program By Using the Run Command

If you know the name of the program you want to start and its path, you can use the Run command to start it easily.

<ART PROCEDURE>

In the Run command, you can often just specify the name of the program.

TIP
If you aren't sure where the program is, or how to specify the path, click the Browse button.

What is a path?

A path is a shorthand way of describing where a document or file is located on your computer. It lists the drive, such as the hard disk, floppy disk, or network share, that contains the document. It also lists all the folders that you need to open to find the document.

If you want to specify the full path for a document, specify the letter for the drive, followed by a colon (:) and backslash (\). Then, list the folders in the order you open them. If you have more than one, separate the names by a backslash. Then, list the document name. If you use long filenames, enclose the path in quotes. Here are some examples of path names:

- The following path specifies the location of WordPad, which is located on drive C in the WINDOWS folder:

  c:\windows\wordpad.exe

- The following path specifies the location of a document called "Party List.doc," which is located in the HOLIDAY folder, which is located in the SOCIAL EVENTS folder on drive C:

  "c:\social events\holiday\party list.doc"

- The following path specifies the location of a bitmap called Canyon. The file is located on a network share called \\PICTURES\SCENIC, and is currently mapped to drive D:

  d:\canyon.bmp

  Or, you could use this path:

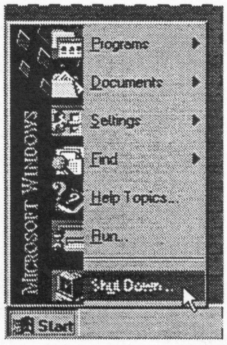
  \\pictures\scenic\canyon.bmp

Shutting Down Your Computer

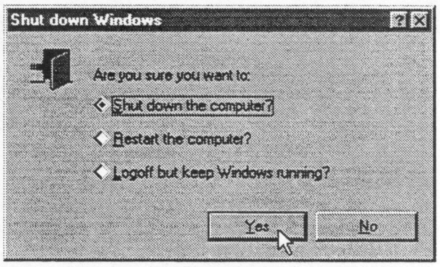
You need to shut down Windows before you turn off your computer. That way you can be sure your work is saved to your hard disk.

Caution To avoid damaging files, always shut down Windows before you turn off your computer.

To quit Windows and shut down your computer



1 Click the Start button, and then click Shut Down.



2 Click Yes. If you forget to save changes to documents, Windows prompts you to save changes.

3 A screen message will let you know when you can safely turn off your computer.

When you shut down your computer, you are given three choices: (1) If you are going to turn your computer off after shutting it down, click Shut Down the Computer. (2) If you want to quit Windows and then restart it again immediately, click Restart the Computer. (3) If you want to log off of the computer or network and log on again, perhaps as a different user, click Logoff But Keep Windows Running.

CHAPTER 2

Beyond the Basics

Look in this chapter when you're ready to do more than just basic Windows tasks – for example, when you want to work with files, print documents, and use your network.

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Seeing What's on Your Computer 18
Organizing Files and Folders 23
Working within Documents 27
Personalizing Windows 34
Printing 39
Installing Software 44
Installing Hardware 45
Using Windows Efficiently 47
Using the Network 50

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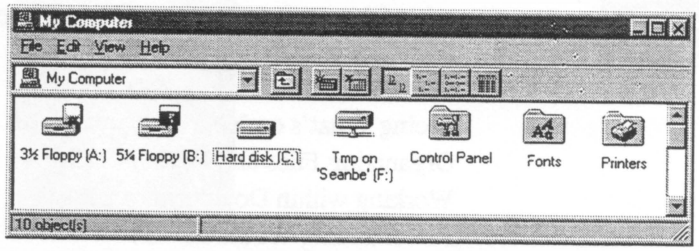
Seeing What's on Your Computer

In Windows 95, the things you have on your computer – your programs, documents, and data files, for example – are all accessible in one place called My Computer. My Computer is easily visible at the upper left of your Windows screen, or *desktop*.

⇔ To see what's on your computer

Double-click the My Computer icon. A window such as the following appears, displaying several different pictures, or *icons*.

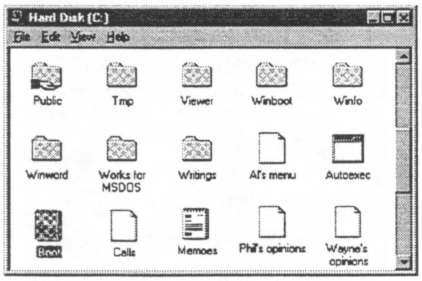


To use an item you see in My Computer, double-click the icon. The following list describes what happens when you double-click the various icons.

Double-click this icon	To do this
3½ Floppy (A:)	See the contents of a floppy disk in your computer's 3.5-inch drive, if there is one.
5¼ Floppy (B:)	See the contents of a floppy disk in your computer's 5.25-inch drive, if there is one.
Hard disk (C:)	See the contents of your computer's hard disk.
	See the contents of a computer you are connected to on the network. For more information, see "Using the Network" later in this chapter.
Fonts	Install new fonts on your computer and see information about the fonts you have. For more information, look up "fonts" in the Help Index.

Double-click this icon	To do this
Control Panel	Change the settings for your computer. For more information, see "Changing System Settings" in Chapter 1, "The Basics."
Printers	Set up printers and view information about your printers and the documents you print. For more information, look up "printing" in the Help Index.

When you double-click a disk-drive icon in My Computer, a window such as the following appears.

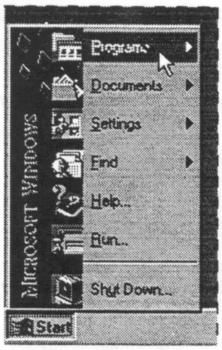


This icon	Represents
	A folder, which can contain files and other folders. To keep things organized, your work is stored in *folders*, just as you might store it in your office or at home.
	A *shared* folder. You share a folder so that other people on the network can use the folder's contents. For more information, see "Using the Network" later in this chapter.
	A file, the basic unit of storage in Windows. The documents you use and create are files, and so are the programs you use. Different types of files may have different-looking icons. This standard (generic) icon is used when a file type does not have a specific icon.
	A document that was created with WordPad, a text editor that is included with Windows.

Using Windows Explorer to see what's on your computer

Another way of seeing what's on your computer is to use Windows Explorer. Opening Windows Explorer gives you a view of your computer's contents as a hierarchy or "tree." You can easily see what is in each drive and folder on your computer.

To see the hierarchy of folders

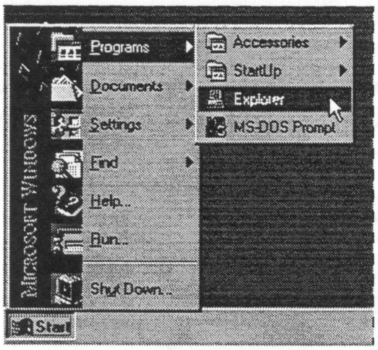


1 Click the Start button, and then click Programs.

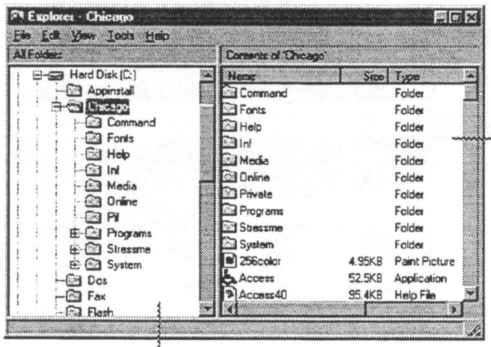
TIPS

To show or hide folders on the left side of the window, click the plus or minus sign beside the item.

Another way to open Windows Explorer is to use the right mouse button to click the My Computer icon. Then click Explore.



2 Click Explorer.



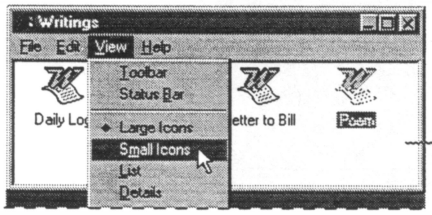
The right side of the window displays the contents of the item you click on the left.

Your disk drives and folders appear on the left side.

You can view the contents of your computer in different ways by using the commands on the View menu.

To change the appearance of the window

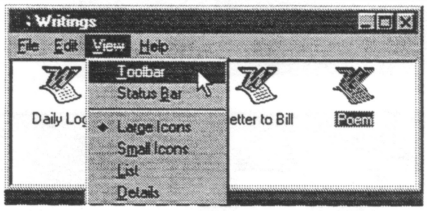
1. Click View.
2. Try clicking the Small Icons, List, and Details commands on the View menu.



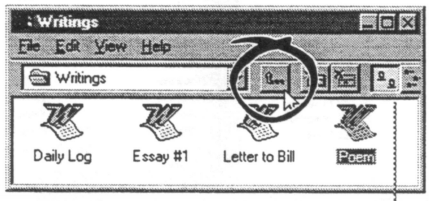
This is the Large Icons view.

As you navigate through My Computer, at times you may want to display the contents of the folder you were viewing before – the folder that contains the one you're currently looking at. (This is sometimes known as a *parent folder*.)

To display the previous folder



1. If the toolbar is not visible, click View, and then click Toolbar.



2. On the Toolbar, click the Up One Level button.

Toolbars contain buttons for common tasks.

TIP
You can also press BACKSPACE to see the previous folder.

See Also
For more information about toolbars, see the "Visual Glossary" appendix in this book.

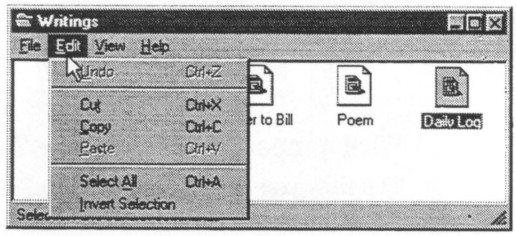
Organizing Files and Folders

This section details some basic procedures for organizing the information on your computer so it is easier to work with.

Note These procedures use My Computer. You can also use Windows Explorer to do these tasks.

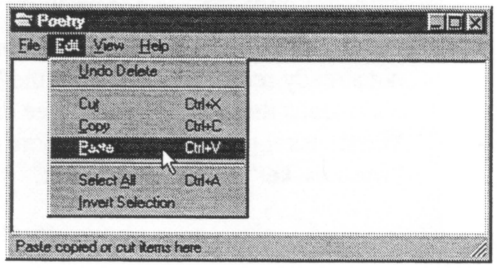
To move or copy a file or folder

1 Double-click My Computer. Find the file or folder you want to move or copy, and then click it.



2 Click Edit.

- To move the file, click Cut.
- To make a copy of the file, click Copy.

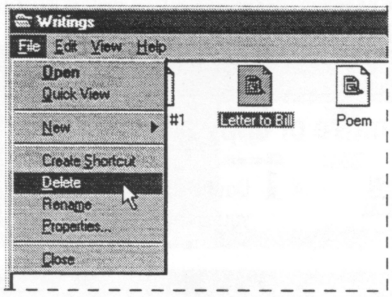


3 Find the folder where you want to place the file, Edit, and then click Paste.

TIP
A quick way to move and copy files and folders is to use your right mouse button. For more information, see "Using Windows Efficiently" later in this chapter.

To delete a file or folder

1 Double-click My Computer. Find the file or folder you want to delete, and then click it.



2 On the File menu, click Delete.

What happens to deleted files?

The files you delete are put in the Wastebasket, a holding place for files you no longer need. They are not actually removed from your hard disk until you "empty" the Wastebasket.

This means you can retrieve files you deleted in error, if you have not already removed them from the Wastebasket. However, this also means that if you want to free disk space, you must empty the Wastebasket periodically. For more information, look up "wastebasket" in the Help Index.

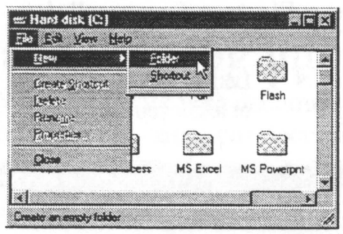
See Also

For information about finding files, see "Finding Something on Your Computer" in Chapter 1, "The Basics."

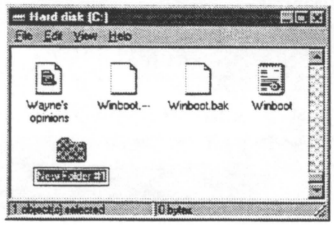
For related topics, look up "files" in the Help Index.

To create a new folder

1 Double-click My Computer, and then open the disk drive or folder in which you want to place the new folder.



2 Click File, click New, and then click Folder.



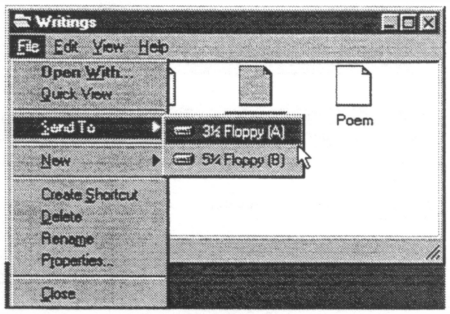
3 Type the name of the new folder, and then press ENTER.

Copying Files to a Floppy Disk

When you want to copy files or folders from your hard disk to a floppy disk, the easiest way is to use My Computer.

To copy a file to a floppy disk

1 Double-click My Computer. Find the file or folder you want to copy, and click it.



2 On the File menu, click Send To, and then click the drive where you want to copy the file or folder.

TIP

Another way to copy files to a floppy disk, or anywhere in your system, is to use your right mouse button. For more information, see "Using Windows Efficiently" later in this chapter.

Working within Documents

This section gives you the basics on how to work within documents in Windows 95. To get information specific to the program you're running, use Help within the program.

Copying, Moving, and Deleting Information

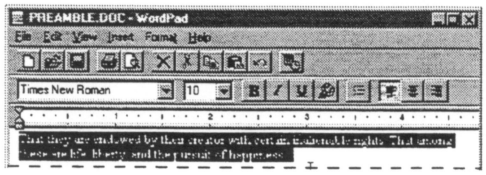
When you work with documents, you often need to copy and move information – from one document to another, or from one place to another within a document. At times you also need to delete information.

Selecting text in a document

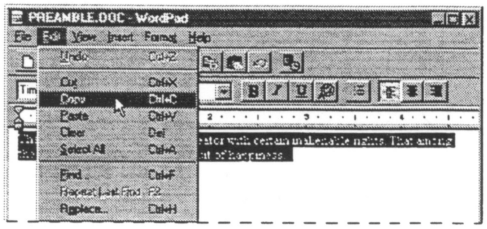
Before you perform actions on text, you often need to first select the text. To select text, click where you want to start selecting. Hold down the mouse button and drag the pointer to the end of the information. Then release the mouse button.

To copy or move information

1. Select the information.

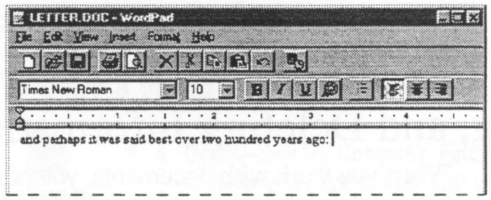


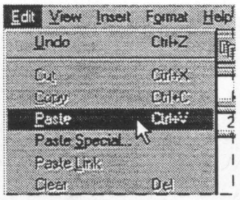
2. Click Edit.
   - To delete the information and insert it somewhere else, click Cut.
   - To leave the information where it is and insert a copy of it somewhere else, click Copy.



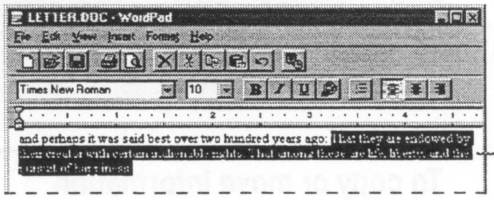
Continued on next page ↗

3 In the document where you want to insert the information, click the place where you want it to appear.


LETTER.DOC - WordPad
File Edit View Insert Format Help
Times New Roman
10
and perhaps it was said best over two hundred years ago:



4 On the Edit menu, click Paste.


LETTER.DOC - WordPad
File Edit View Insert Format Help
Times New Roman
10
and perhaps it was said best over two hundred years ago:

The new information appears in the document.

TIP

You can also move or copy information between different programs, such as between Paint and a spreadsheet. For more information, look up "Pasting information from another document" in the Help Index.

See Also

For information about opening documents, see "Opening a Document" in Chapter 1, "The Basics."

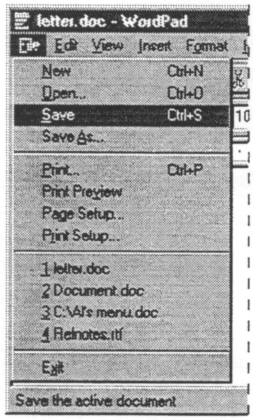
For information about finding a file, see "Finding Something on Your Computer" in Chapter 1, "The Basics."

Saving Your Work

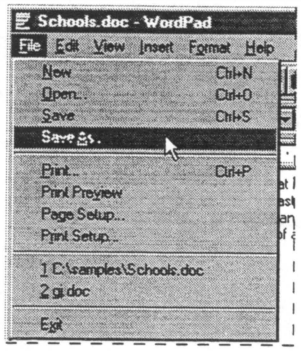
To save the changes you made to an existing document or the work you've done in a new document, you need to save the document.

To save changes to an existing document

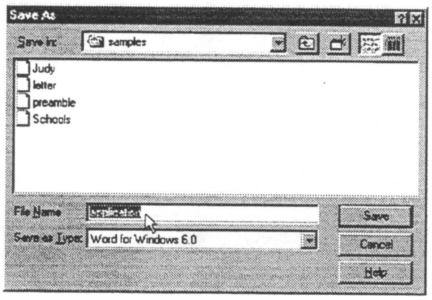
- On the File menu, click Save.



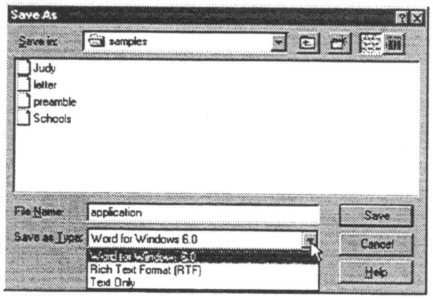
To save a new document



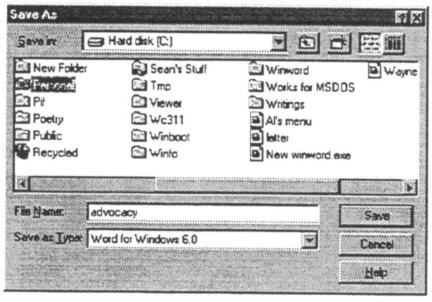
1 On the File menu, click Save As.



2 Type a name in the File Name box.



3 To change the file type, click the arrow next to Save As Type, and then click the type you want.



4 To save the file to a different drive and/or folder than the one shown, click the arrow to the right of the Save In box, click the drive you want, and then double-click the folder.

5 Click Save.

TIPS

You can also use this procedure to copy a file and give it a new name and/or location.

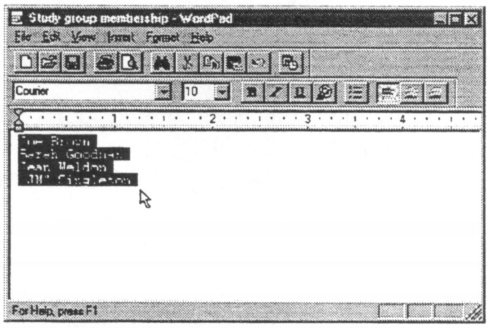
To move to the folder one level above, click the Up One Level button to the right of the Save In box.

Updating Changes to Documents: Linking

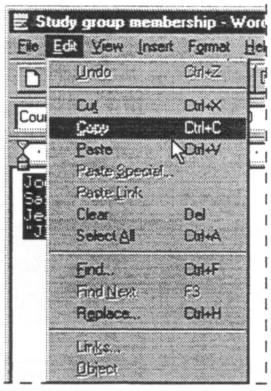
When you use the same text or graphic in more than one document, Windows makes it easier. With Windows, if you change the original information, you can automatically update the copies.

To do this, you create a connection or *link* between the original document and the copy. This linking is provided by a feature called OLE. In order to use linking, your program must have OLE capability.

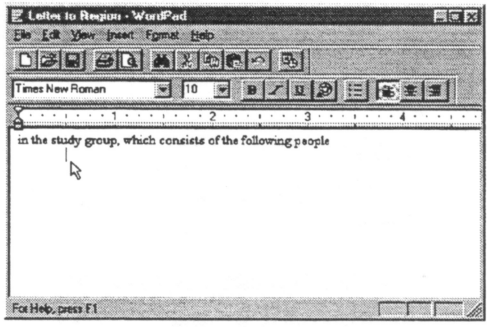
To link information between documents



1. Select the information.



2. Click Edit, and then click Copy.


Letter to Region - WordPad
File Edit View Insert Format Help
Times New Roman
10
in the study group, which consists of the following people
For Help, press F1

3. In the document where the information is being copied, click the place the information will go.

Continued on next page ↗

TIPS

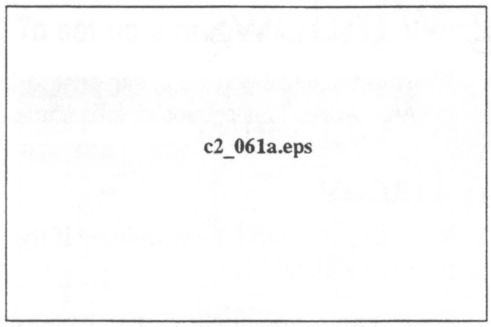
In some programs, you can also get to the Copy command by using the right mouse button to click the selected information.

You can paste the same link into any number of documents. Updating the original updates them all.

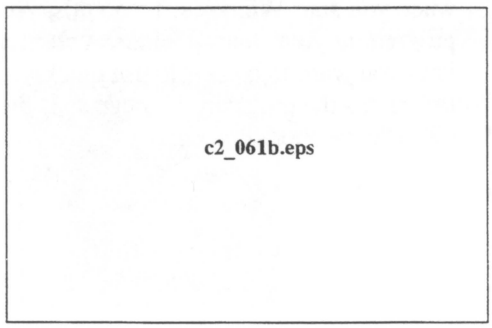
You can also link information between different programs, such as between Paint and a spreadsheet.

See Also

For more information, look up "Copying information from another document" in the Help Index.



4 Click Edit, and then click Paste Special.



5 Click the format you want, and then click Paste Link.

Personalizing Windows

There are several ways you can customize Windows to make it easier to do your work. This section details some of the ways to do this.

Keeping Programs Handy

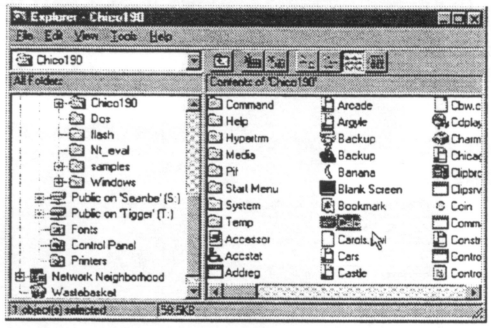
You can get to work more quickly if the programs you use most often are readily available.

For example, you might want to have some programs start automatically when you start Windows. To do this, you create a *shortcut* to the program in your Startup folder. A shortcut is an icon representing an item you want to be able to use quickly. In this case, the shortcut represents the program. You can start the program just by double-clicking the shortcut icon.

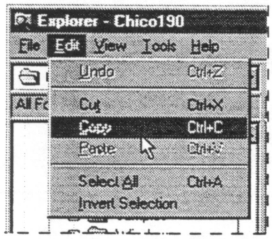
TIP

You can also create a shortcut to a printer. For more information, see the "Printing' section later in this chapter.

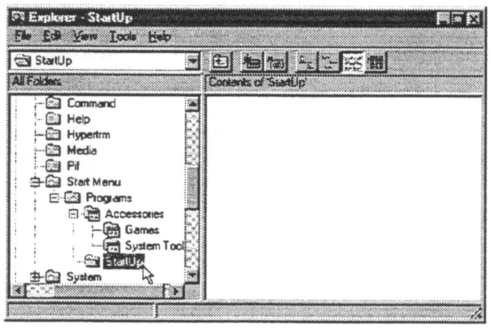
To set up a program to start when Windows starts



1 In Windows Explorer, locate the program you want and click it. (For information about using Windows Explorer, look up "explorer" in the Help Index.)



2 Click the Edit menu, and then click Copy.



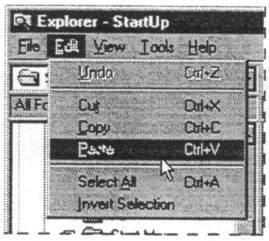
3 Click the Startup folder. (If it's not visible, click the Start Menu folder, then the Programs folder to display the Startup folder.)

Continued on next page ↗

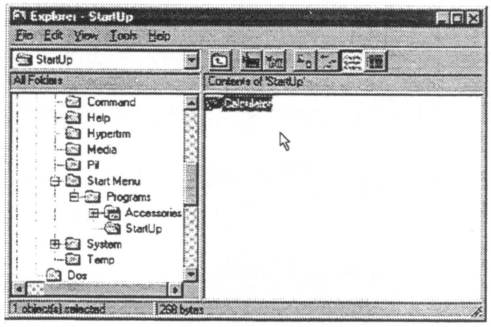
TIPS

If you can't find the program you want, click Find on the Start menu.

You can set up the program to start minimized. For information, look up "minimized windows" in the Help Index.



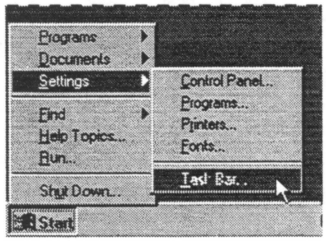
4 On the Edit menu, click Paste.



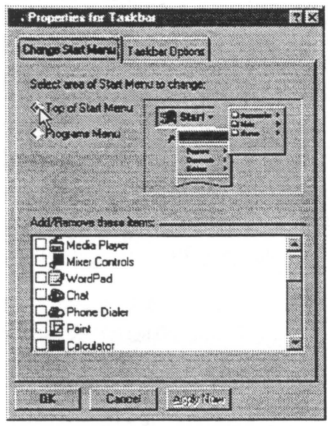
5 The program appears in the contents of StartUp, and will start each time you start Windows.

Another way to keep programs handy is to add them to the Start menu. You can start your programs from the Start menu, but they don't clutter up your screen when you aren't using them.

To add a program to the Start menu



1. Click the Start button, click Settings, and then click Taskbar.



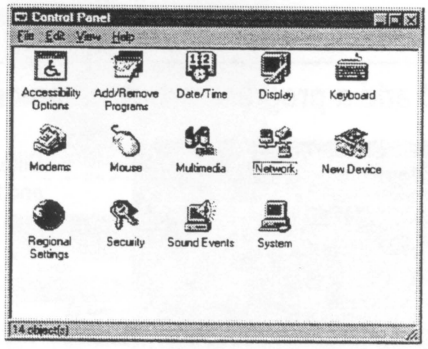
2. Click Top Of Start Menu or Programs Menu. The picture to the right shows where the program will appear.
3. Click each program in the list you want to add to the menu, and then click OK.

The program(s) will appear on the menu the next time you click the Start button.

TIP
If you want a program instantly available, place a shortcut to the program onto the Windows desktop. For more information, see "Using Windows Efficiently" later in this chapter.

See Also
For more information about the Find command, see "Finding Something on Your Computer" in Chapter 1, "The Basics."

Using Control Panel to Personalize Windows



Control Panel in Windows is an all-purpose program you can use to:

- Change the look of your Windows screen – You can change colors, background patterns, and other features.
- Set up new hardware and software – You can add a modem, printer, or other device, or install a new program.
- Change settings for your current hardware, or replace it with different models – You can switch the functions of the mouse buttons; or change to a different keyboard.
- Set up or change network connections – If your computer isn't already set up to use a network before, you can do so here. Or you can change settings, if you want.

For more information about Control Panel features, look up the individual features in the Help Index.

Printing

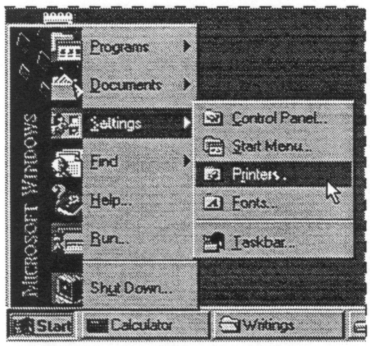
Windows 95 introduces some truly significant improvements to printing—in particular, to the way you set up a printer to print from Windows.

This section covers the basics of printer setup and printing. Additional printing topics are covered in Help.

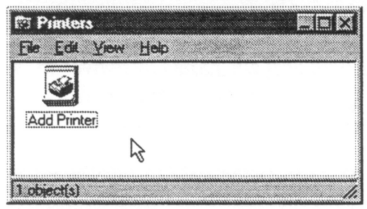
Checking for a Printer

You may already have a printer set up to use from Windows, if one was installed during Setup.

To see what printers are set up



1 Click the Start button, click Settings, and then click Printers.



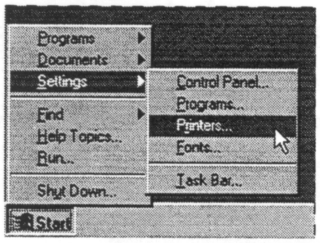
An icon appears for each printer that has been set up.

Setting Up a Printer

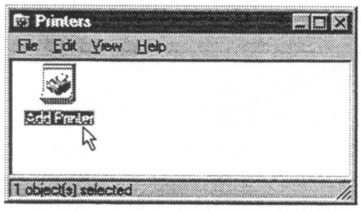
If you've ever struggled to set up a printer, you're in for a pleasant surprise. Setting up a printer is easy and painless, thanks to the Windows printer installation wizard.

Note Before you begin, make sure your printer is correctly connected to your computer and that you know the make and model of the printer. If you're planning to use a printer over the network, you will need to know the *path* to it (for example, \\accounting\printer1 might be the path to a network printer).

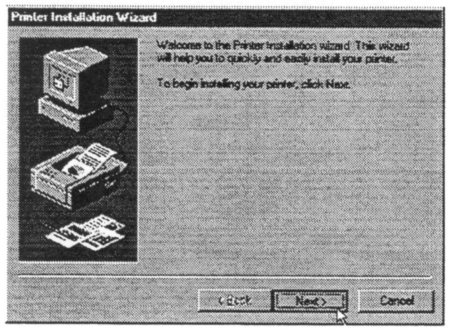
To set up a printer for use with Chicago



1 Click the Start button, click Settings, and then click Printers.

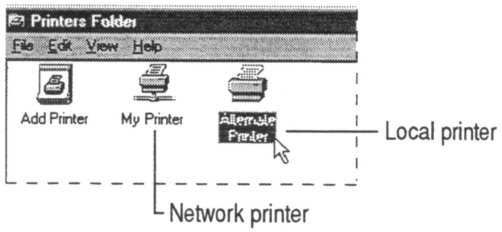


2 Double-click the Add Printer icon.


Printer Installation Wizard
Welcome to the Printer Installation wizard. This wizard will help you to quickly and easily install your printer.
To begin installing your printer, click Next.
< Back
Next >
Cancel

3 Follow the instructions on the screen.

4 When you finish, the icon for your printer appears in the Printers folder. Your printer is set up and ready for you to use. If you set up both local and network printers, notice that the icons are different.



TIP

You use this same process to set up a network printer for your use. Just click Network Printer when the wizard prompts you.

See Also

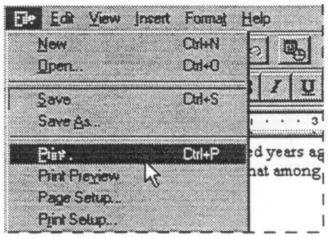
For more information about printing, look under "printing" in the Help Index.

Printing a Document

After you have set up a printer, you can easily print your documents.

To print a document

- If the document is open, click File, and then click Print.



TIP

You can put a shortcut to a printer on your desktop. For information, look up "shortcuts" in the Help Index.

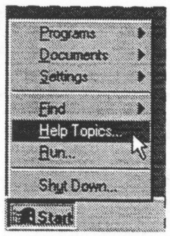
You can print a document by dragging its icon onto the printer-shortcut icon.

Troubleshooting Printing Problems

Windows Help includes a printing troubleshooter that helps with problems such as:

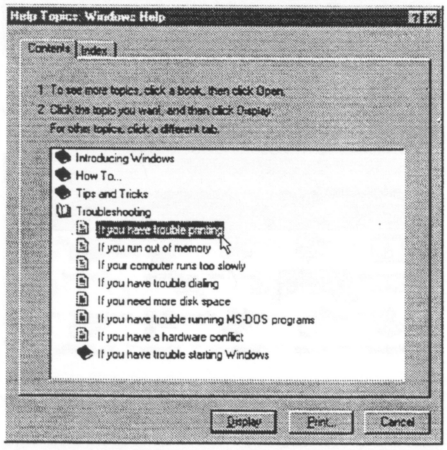
- Your document doesn't print.
- Your document prints but it doesn't look right.
- Printing is slower than usual.

To get Help on printing problems



1. Click the Start button, and then click Help.

2. In the Help Contents, double-click Troubleshooting, and then double-click "If you have trouble printing."


Help Topics: Windows Help
Contents
Index
1 To see more topics, click a book, then click Open.
2 Click the topic you want, and then click Display.
For other topics, click a different tab.
Introducing Windows
How To...
Tips and Tricks
Troubleshooting
If you have trouble printing
If you run out of memory
If your computer runs too slowly
If you have trouble dialing
If you need more disk space
If you have trouble running MS-DOS programs
If you have a hardware conflict
If you have trouble starting Windows
Display
Print...
Cancel

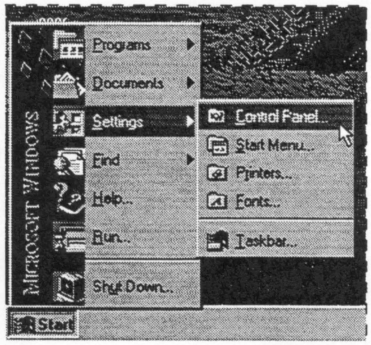
See Also

For tips on making printing easier, look up "printing, tips" in the Help Index.

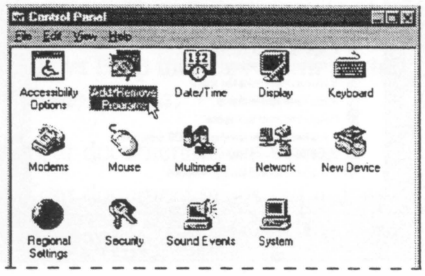
Installing Software

Windows provides a quick way to set up new programs on your computer.

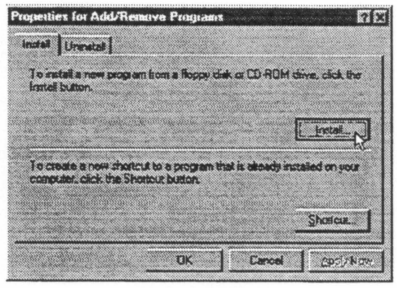
To install programs



1. Click the Start button, click Settings, and then click Control Panel.



2. Double-click Add/Remove Programs.


Properties for Add/Remove Programs
Install
Uninstall
To install a new program from a floppy disk or CD-ROM drive, click the Install button.
Install...
To create a new shortcut to a program that is already installed on your computer, click the Shortcut button.
Shortcut...
OK
Cancel

3. Follow the instructions on your screen.

Note To remove a program from your computer, click the Uninstall tab.

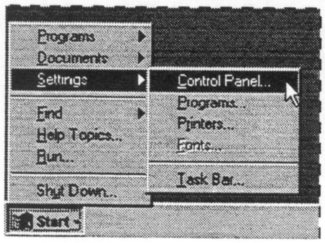
TIP

You can get Help on an item in a window if there is a question-mark icon in the upper-right corner of the window. Click the question mark, and then click the item you need help with.

Installing Hardware

Windows can help you set up new hardware, such as sound cards, on your system.

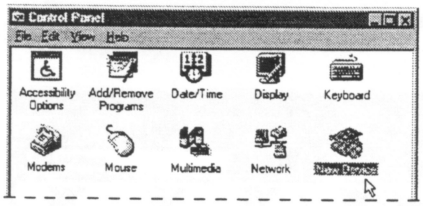
To install hardware



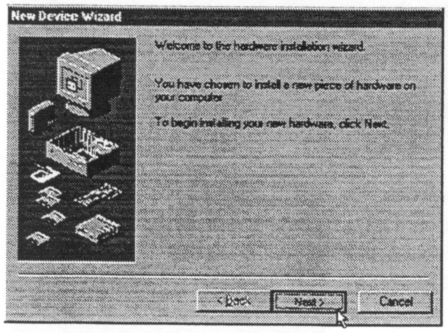
1. Click the Start button, click Settings, and then click Control Panel.

TIP
If you have a card for your new hardware and haven't already inserted it in your computer, you can insert it after completing this procedure.

2. Double-click New Device.



3. Follow the instructions on your screen.


New Device Wizard
Welcome to the hardware installation wizard.
You have chosen to install a new piece of hardware on your computer.
To begin installing your new hardware, click Next.
< Back
Next >
Cancel

Plug-and-Play hardware

Plug-and-Play hardware is hardware that has been specially designed to be easy to install in Windows 95. You simply insert the card for your hardware in your computer. Then, when you turn on your computer, Windows recognizes and sets up your hardware for you.

Plug-and-Play hardware has the following logo on the card, hardware, or packaging, so it's easy to recognize.

{logo not yet available}

Using Windows Efficiently

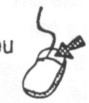
Windows provides some special features to speed up the way you work. In addition to using the button on the left side of the mouse, now you can use the right mouse button to access and move information faster, or to create shortcuts to documents, programs, and other objects.

Copying and Moving Files Quickly

You can copy or move files quickly in two ways: by using the right mouse button with menu commands, or by *dragging* (explained in the second of the following procedures).

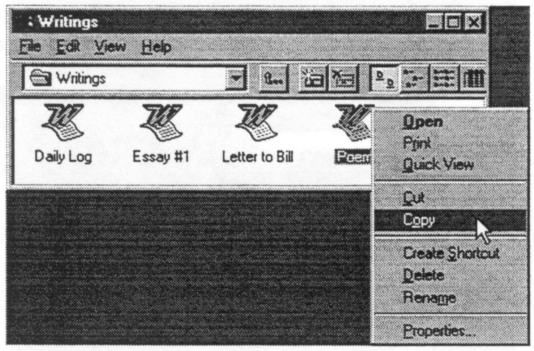
To move or copy by using the right mouse button

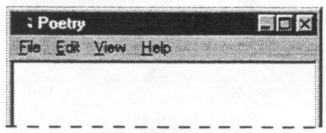
1. Use the right mouse button to click the file you want to move or copy.



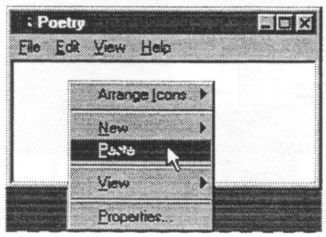
2. To move the file, click Cut. To copy the file, click Copy.

TIP
You can quickly move or copy a file to a floppy disk by clicking Send To after you use your right mouse button to click the file.





3. Open the folder in which you want to place the file. Then use the right mouse button to click an empty part of the folder window.

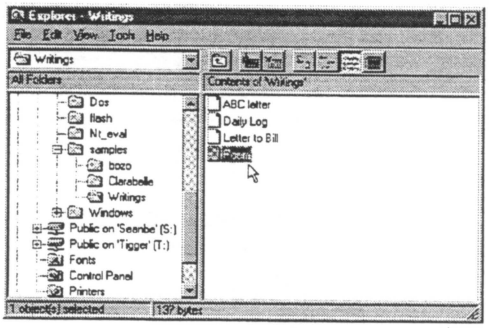


4. Click Paste.

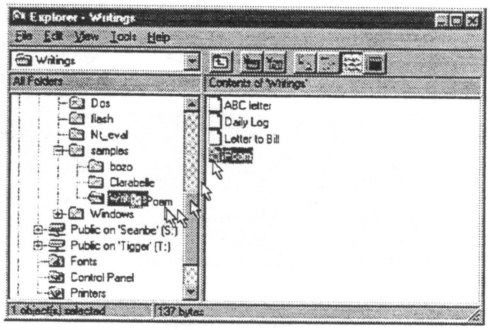
Sometimes the quickest way to move and copy information is to drag it from one place to another by using your mouse. You can move or copy files and folders to another folder or to a disk drive.

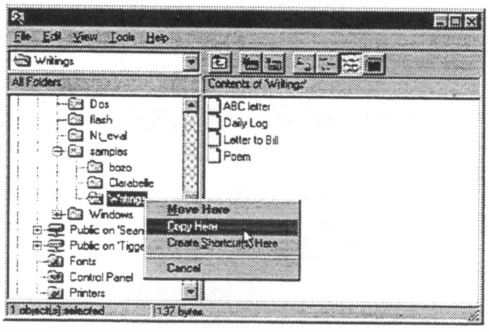
To move or copy by dragging

1. In Windows Explorer, open the folder that contains the file you want to move or copy.



2. Use the right mouse button to drag the file onto the folder where you want to move or copy it. Then release the mouse button.





3. Click Move Here or Copy Here.

TIP

You can also move or copy a file by dragging it using the left mouse button. Dragging a file between two folders on the same drive moves the file. Dragging a file between different drives copies the file instead.

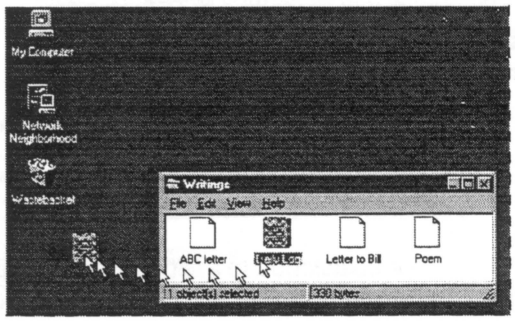
Putting a Shortcut on Your Desktop

Shortcuts provide easy access to the documents and programs you use most often. For example, suppose you keep track of your activities in a document called Daily Log. You can place a shortcut to Daily Log on your Windows desktop.

Then you can open the document by double-clicking the shortcut icon. A shortcut does not change a file's location; it just lets you open the file quickly. You can create a shortcut to any object, including folders, disk drives, other computers, or printers.

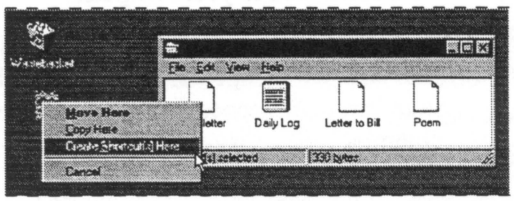
To put a shortcut on the desktop

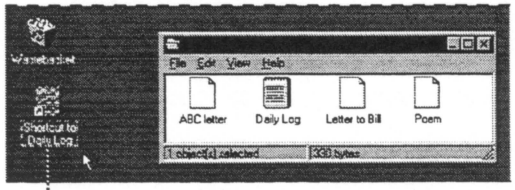
1. In My Computer, locate the object you want easy access to.



2. Use the right mouse button to drag the object to the desktop. Then release the mouse button.

3. Click Create Shortcut(s) Here.





The shortcut appears on your desktop.

TIP

You can put a shortcut in any folder, as well as on the desktop.

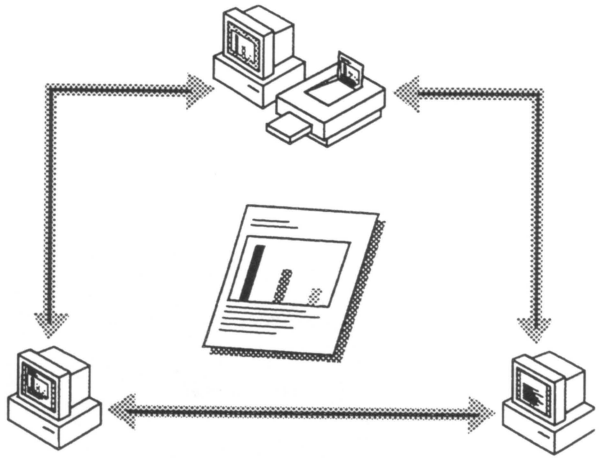
When you delete a shortcut, the original file is not deleted. If you delete the file, the shortcut is not deleted automatically.

See Also

For information about finding files, see "Finding Something on Your Computer" in Chapter 1, "The Basics."

Using the Network

A network is a group of computers connected to each other so they can share documents, programs, printers, and other *resources*. A network can be as small as two computers,connected by a cable—or as large as many groups of computers connected together. A network could also include computers connected over telephone wires, or using wireless communication.



Your connection to a network changes the way you work. You can use programs and files from another computer without passing floppy disks back and forth. You can also print documents on a printer attached to another computer, or use another computer's fax machine, just as if they were connected to your computer.

Depending on how your network is set up, you may also be able to send and receive messages on electronic mail, connect to your work computer from home, or connect to the Information Superhighway -- the "Internet."

Setting Up Your Computer to Use a Network

Note Your computer may already be set up for a network. If you see the Network Neighborhood icon on the desktop, double-click it to see whether icons for network computers appear. If they do, you can skip this setup section.

There are two major components of any network system:

- **Hardware** — To use a network you must first set up your network hardware. Follow the directions included with the network *adapter* (network card or other device) to install it in your computer, connect the cables, and set up any other hardware that is part of your network.
- **Software** — The next step is setting up the software to work with Chicago. There are several steps involved: setting up your computer as a *client*; setting up your network *adapter*; setting up a *protocol*; identifying your computer; and setting up sharing capability.

  For information about any of the specifications you need during setup, refer to the documentation for your network hardware.

To set up network software

1 Click the Start button.

2 Click Settings, and then click Control Panel.

3 Double-click Network.

4 Click Add, and then click the type of component you want to add.

You can also use these procedures to delete network components you no longer need and to make changes to the settings on network components that were previously installed.

s.d. config2.bmp

Which network components do you need?

Client software enables you to use resources such as folders and printers that have been shared by other people on the network.

Service software enables you to share your resources with other network users.

A *network adapter* is an expansion card or other device that physically connects your computer to the network.

A *protocol* is the "language" your computer uses when communicating on the network. Several protocols exist. Computers must use the same protocol to be able to "talk" to each other.

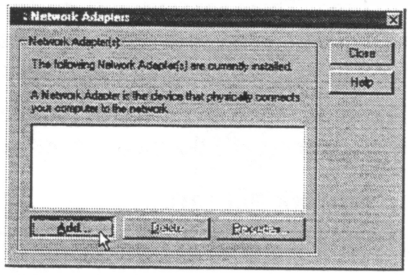
See Also

For more information about a setting in any of the dialog boxes, click [?] in the title bar, and then click the setting.

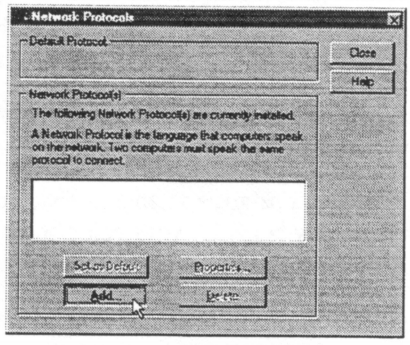
Microsoft clients

If you click Microsoft Network client, you can use resources shared by computers running Microsoft Windows NT™, Microsoft LAN Manager, and other Microsoft-compatible computers. If you click Microsoft client for NetWare, you can connect to a Novell® NetWare® server.

To set up your network card or adapter



1. In the Network dialog box, click Adapter.
2. Click Add, and then click the adapter you want.
3. Click OK.
4. Click Protocol. A *protocol* is the language your computer uses on the network. Your computer must use the same protocol as the other computers you communicate with.
5. Click Add, and then click the protocols you want. You can set up more than one protocol for a single adapter.



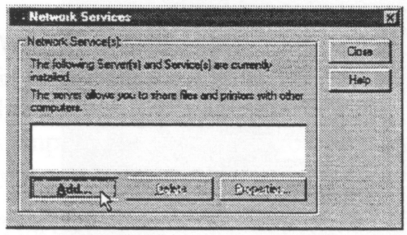
You can click more than one client. For example, you can set up as both a Microsoft Network client and Microsoft client for NetWare.

See Also

For more information about sharing, see "Sharing Your Folders or Printers," later in this section.

To be able to share your folders, printers, and other resources

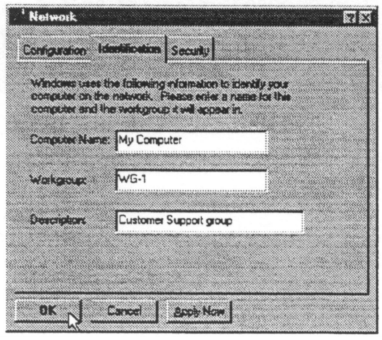
1. In the Network dialog box, click Service.
2. Click Add, and then click the types of servers you want.



3. Click OK.

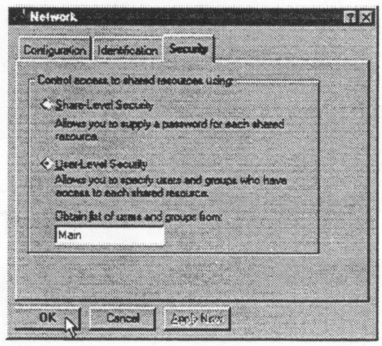
To identify your computer on the network

1. In the Network dialog box, click the Identification tab.
2. Type a name for your computer, your workgroup name, and any information you want other people to see when they browse through network listings.



To control who can use resources you have shared

1. In the Network dialog box, click the Security tab.
2. Click the type of access you want.



Giving Permission to Use Your Shared Resources

There are two ways to grant access to the folders and printers you share over the network:

- Share-level security — Anyone wanting to use the shared resource must know the password you have assigned to it.
- User-level security — As you share a resource, you specify the names of people or groups who are authorized to use it. If you choose this type of access, you need to specify the computer where the list of authorized users is kept.

See Also

For more information about a setting in a dialog box, click [?] in the title bar, and then click the setting.

The Network Neighborhood

If your computer is connected to a network, the Network Neighborhood icon appears on your desktop when you start Windows.

Network Neighborhood

When you double-click Network Neighborhood, you see the computers in your *workgroup*. This is a group of computers that your computer has been assigned to by the person administering your network. The computers in your workgroup are likely to contain most of the resources you want to use.

You can see other network computers — those not in your workgroup — by double-clicking the Entire Network icon.

Entire Network

Sharing Your Folders or Printers

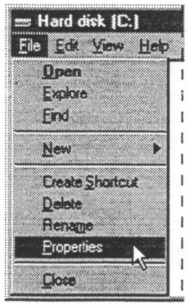
If you installed Microsoft Network file and print sharing and selected sharing options, you can share your documents, programs, and other files, in addition to any printers attached to your computer, with other people on your network.

To share files, you share the folder they are in.

To share a folder

My Computer

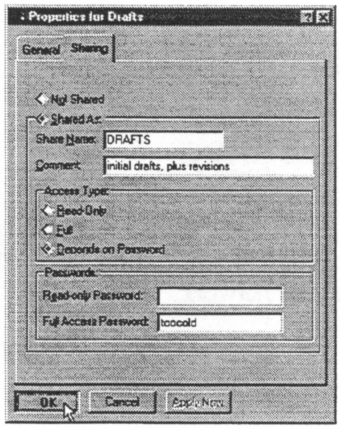
1 In My Computer, locate the folder you want to share, and then click it.



2 On the File menu, click Properties.

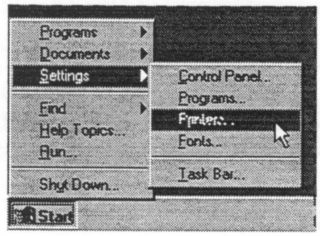
TIP
You can also share an entire disk drive using this procedure.

3 Click the Sharing tab, click Shared As, and then click the options you want.



To share your printer

1. Click the Start button.
2. Click Settings, and then click Printers.



3. In the Printers Folder window, click the printer you want to share.
4. On the File menu, click Properties.
5. Click the Sharing tab, click Shared As, and then click the options you want.

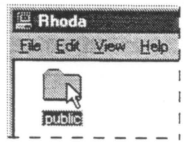
Using Resources Located on Other Computers

Working with a document or program located on another computer is very much like working with the ones on your own computer.

To use documents or programs that have been shared on the network, you use the folder they are contained in.

To use a shared folder

1. Double-click Network Neighborhood.
2. Double-click the icon for the computer that contains the folder you want.



3. Double-click the folder containing the document or program you want.

TIP

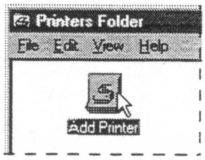
If the computer is not in your workgroup, click Entire Network.

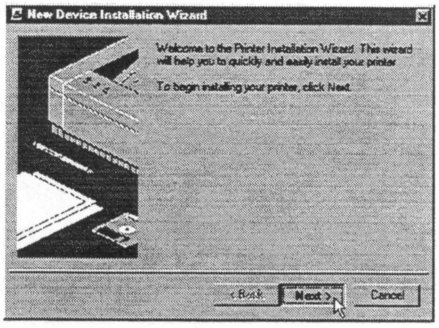
If you don't know where the file is located, click Find on the Start menu. See "Finding Something on Your Computer" in Chapter 1, "The Basics."

To use a printer that has been shared on the network, you need to set up the printer.

To use a shared printer

1. Click the Start button.
2. Click Settings, and then click Printers.
3. Double-click Add Printer, and then follow the instructions on your screen.




New Device Installation Wizard
Welcome to the Printer Installation Wizard. This wizard will help you to quickly and easily install your printer.
To begin installing your printer, click Next.
< Back
Next >
Cancel

Mapping a Drive Letter to a Network Resource

If you need to connect repeatedly to the same shared resource, you may want to assign a drive letter to it – such as drive D or E. Then you can simply switch to that drive when you want to use the resource.

To learn how to map a drive letter to a network resource, look up "Mapping drive letters to shared resources" in the Help Index.

Connecting to a Network by Using Remote Access

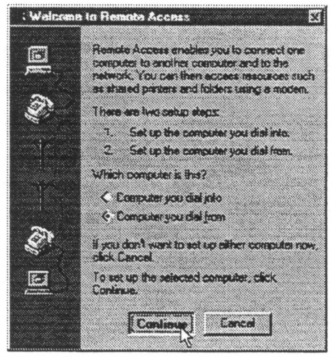
If you work on a computer at home and it has a modem, you may be able to use the Remote Access feature of Windows to dial another computer, such as the one in your office, and use information that has been shared on the other computer. If your office computer is on a network, you may also be able to use shared network resources from your home computer.

To use Remote Access, both computers must have modems or be connected to each other by a cable; both must also be on and running Windows. You also need to set up Remote Access on both computers.

To set up Remote Access

Remote Access

1. Double-click Network Neighborhood.
2. Double-click Remote Access, and follow the instructions on your screen.


Welcome to Remote Access
Remote Access enables you to connect one computer to another computer and to the network. You can then access resources such as shared printers and folders using a modem.
There are two setup steps:
1. Set up the computer you dial into.
2. Set up the computer you dial from.
Which computer is this?
Computer you dial into
Computer you dial from
If you don't want to set up either computer now, click Cancel.
To set up the selected computer, click Continue.
Continue
Cancel

TIP

After setting up Remote Access on the computer you will dial into, be sure to share the folders you will be using.

See Also

For more information, look up "remote access" in the Help Index.

CHAPTER 3

The Possibilities

Look here to discover some of the exciting things to do in Windows. To learn more about a Windows feature, look up the topic in Help and you'll be ready to try something new.

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Communicating with Others 67
Using Windows with Two Computers 70
Using Other Programs 71

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Printed On: HP LaserJet IIISi Colorlayer: ? Document Page: 61

Having Fun

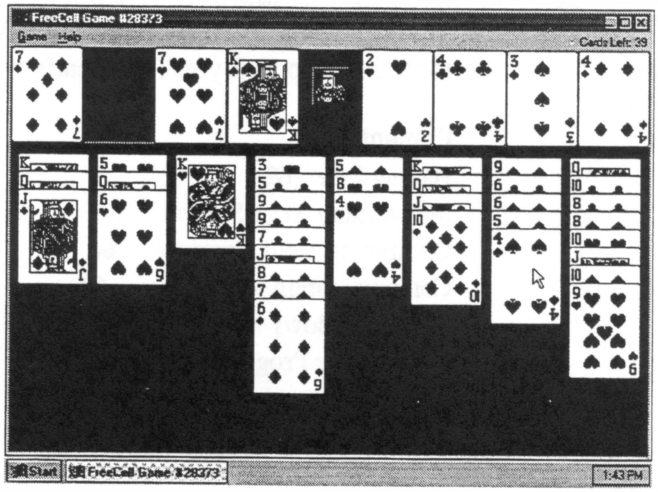
Windows isn't all work: You can play games or customize the way Windows looks. These are only some of the fun things you can do.

Play Games

If you're looking for a challenge, try the games that come with Windows.

FreeCell

Try this logic puzzle in the form of a solitaire card game. It's thought that every game is winnable.

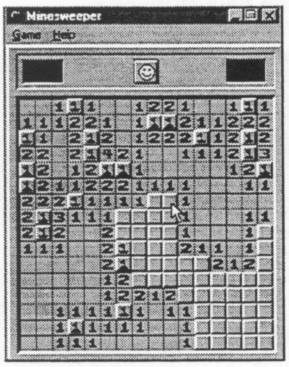


See Also

For more information about starting a game, look up "games" in the Help Index.

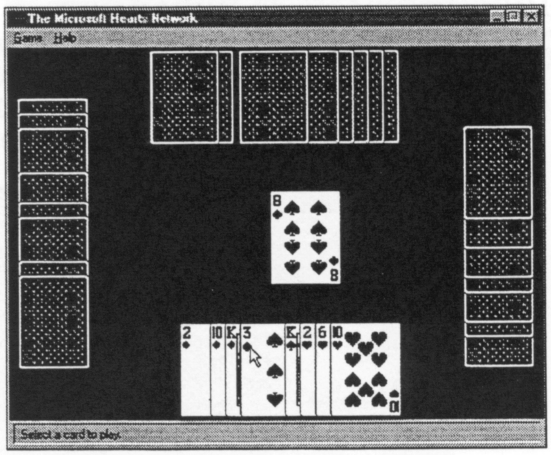
Minesweeper

Can you walk through a mine field? Try to clear all the spaces as quickly as possible without stepping on a mine.



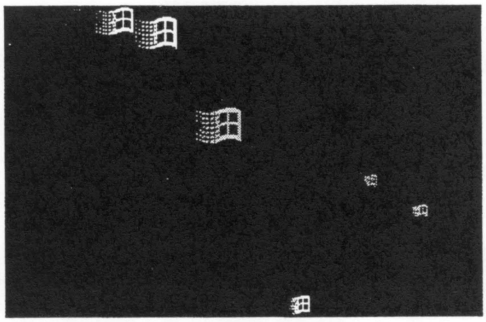
Hearts

You can play this card game alone or with up to three other people on your network. Do you want to play it safe, or will you try to shoot the moon?



Set Up a Screen Saver

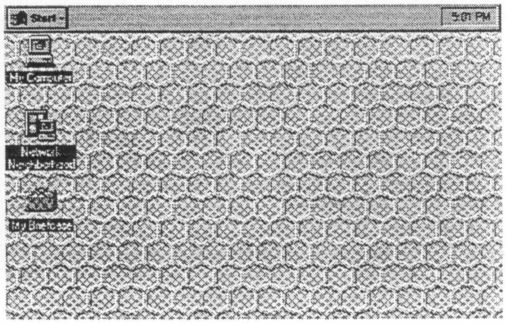
Screen savers can save wear and tear on your screen or protect your work when you're away from your computer. There are several screen savers that come with Windows.



Flying Windows screen saver

Change the Appearance of Windows

You can personalize Windows with pictures, patterns, and colors by using Control Panel. You can display pictures or patterns as "wallpaper" for Windows -- or use your own scanned photos. You can also change your Windows colors to an existing scheme, or you can create your own.



Desktop wallpaper

See Also

To change the way Windows looks, look up "settings, desktop settings, changing" in the Help Index. You can also look up "screen savers," "wallpaper," or "colors."

Maintaining Your System

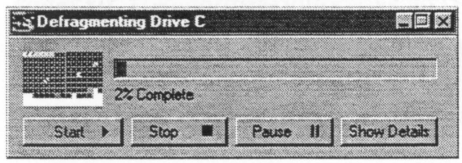
Back up the information on your disk

Backing up your files safeguards them against loss if your hard disk fails or you accidentally overwrite or delete data. Using Backup, you can return to older file versions and move backed up files off your hard disk. Backing up your files should be part of your regular computer maintenance.

<chicago\print\rawart\bmp\c3_back.bmp>

Defragment your disk

Over time, files can become divided into fragments that are stored in different locations on your hard disk. These files are complete when you open them, but it takes longer for your computer to read from and write to them. To defragment your files and speed up performance, use Defrag.



See Also

For more information about Backup, look up "backing up files" in the Help Index.

For more information about Defrag, look up "defragmenting" in the Help Index.

Optimizing Your Computer

Windows includes several features to help you get better performance from your computer.

Increasing disk space by compressing data

You can free space on hard and floppy disks by compressing the data that is on them. After you compress your drive, your disk will have 50 to 100 percent more free space.

<Screen dump not available yet>

Repair your disk with Disk Repair Tool

If you have disk errors, Windows Disk Repair Tool searches for physical and logical errors on your disk on both compressed and uncompressed drives. If it finds an error, it will notify you and fix the error if it can.

<chicago\print\rawart\bmp\c3_fix.bmp>

See Also

For more information about compressing data, look up "compression" in the Help Index.

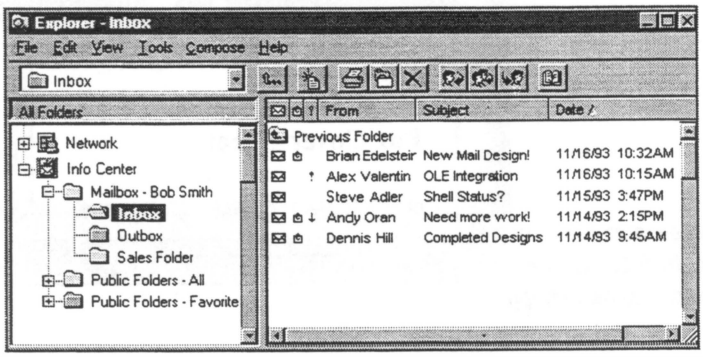
For more information about repairing disks, look up "damage, checking disks for" in the Help Index.

Communicating with Others

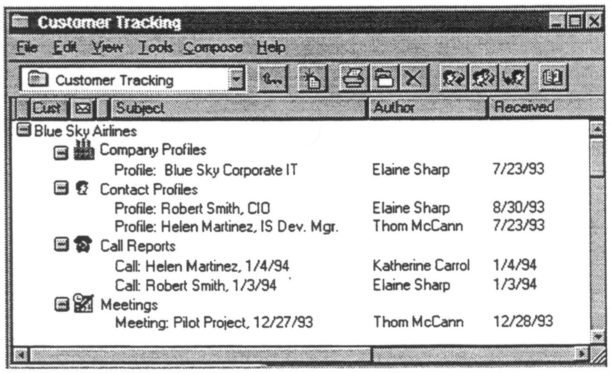
Windows provides several ways for you to communicate with friends and co-workers: Mail and At Work™ Fax.

Share information by using Mail

Mail offers you a way to exchange messages with other people on your network. The messages appear in your Mailbox in Explorer.



You can view your messages in many different ways.

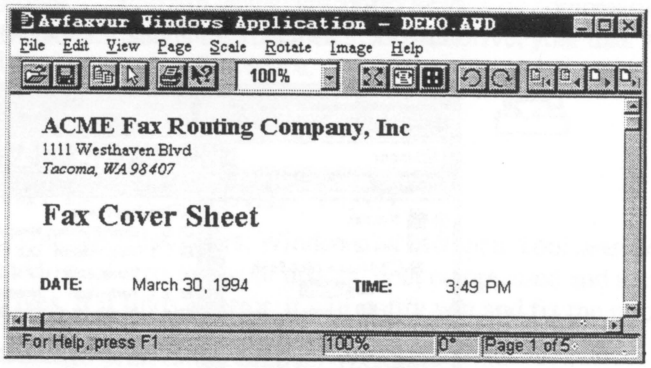


See Also

For more information about using Mail, look up "mail" in the Help Index.

Send and Receive Faxes

You can use Microsoft At Work™ Fax to send and receive faxes by using a fax modem attached to your computer or one on a network. Incoming faxes appear as messages in your Mail Inbox. To install At Work Fax, install Mail with the fax options. At Work Fax uses the RSA public key-encryption algorithm.



TIP

You can send editable files, such as Microsoft Word Documents, with your faxes – no more floppy disks!

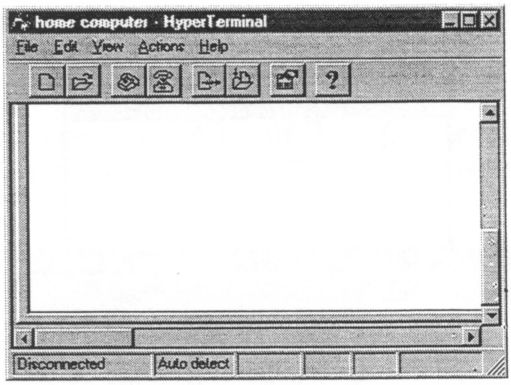
You can also secure your faxes by encrypting them and signing them with a digital signature.

See Also

For more information about At Work Fax, look up "fax" in the Help Index.

Connect to another computer by using your modem

You can use HyperTerminal Connections to easily connect to a bulletin board, other computer, or online services. HyperTerminal Connections provides automated dialing and modem configuration, and provides a fast way to connect your computer to the rest of the world.



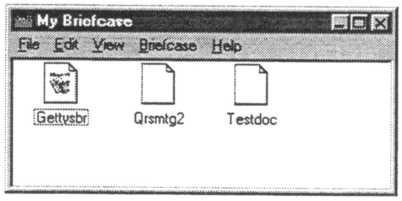
See Also

For more information about HyperTerminal Connections, look up "HyperTerminal" in the Help Index.

Using Windows with Two Computers

Update Files on Two Computers

Sometimes you may work on the same document both at home and work, or use a laptop when traveling. Now it's easy to keep multiple versions of a file in sync with each other. Just use Briefcase.



TIP
You can use Briefcase whether your computers are connected by a cable or you use floppy disks to transfer information.

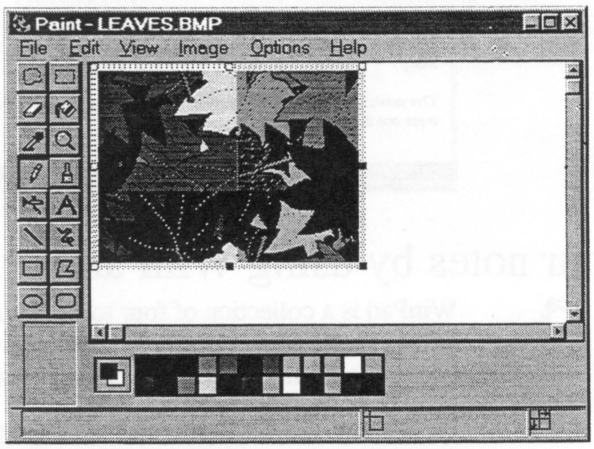
See Also
For information about using Briefcase, look up "Briefcase" in the Help Index.

Using Other Programs

Windows includes many programs that can help you get your work done. This section describes a few of them. To see more, click Programs on the Start menu, and then click Accessories. For more information, use the Help menu in each program.

Create pictures by using Paint

By using Paint, a new drawing tool, you can create, edit, or view pictures. You can include pictures in other documents you've created or for your desktop background, plus view photos that you have scanned, and more!

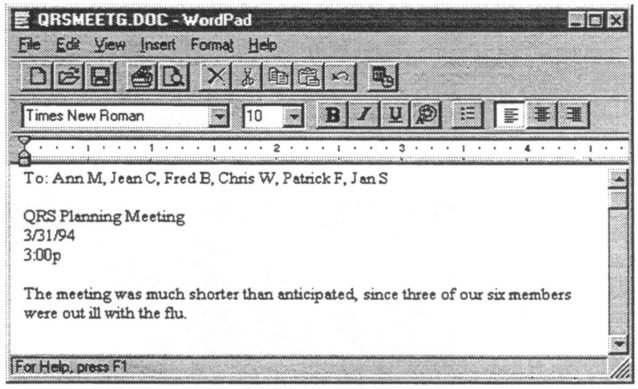


See Also

For more information about Paint, look up "Paint" in the Help Index.

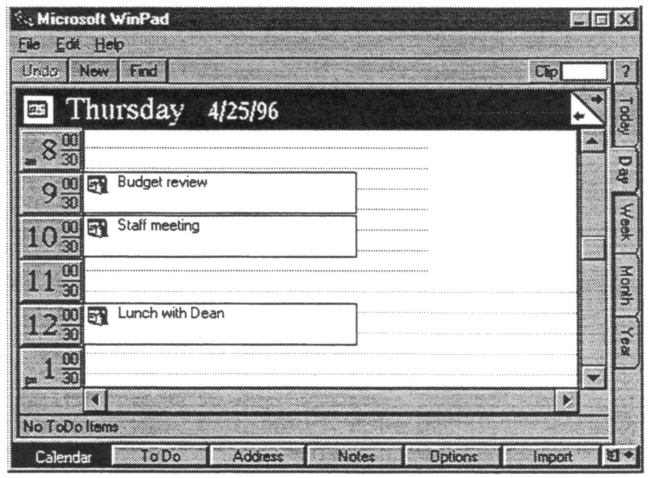
Write by using WordPad

Windows includes a new text editor that you can use to work on short documents. Among its features are a graphical tool bar for quick access to common tasks (such as opening and printing documents), a format bar with shortcuts for formatting text, and a full range of fonts for you to select from.


QRSMEETG.DOC - WordPad
File Edit View Insert Format Help
Times New Roman
10
To: Ann M, Jean C, Fred B, Chris W, Patrick F, Jan S
QRS Planning Meeting
3/31/94
3:00p
The meeting was much shorter than anticipated, since three of our six members were out ill with the flu.
For Help, press F1

Organize your notes by using WinPad

WinPad is a collection of four tools that make it easy to organize your notes at work and at home. WinPad provides a calendar, an address book, a to-do list organizer, and a notepad.

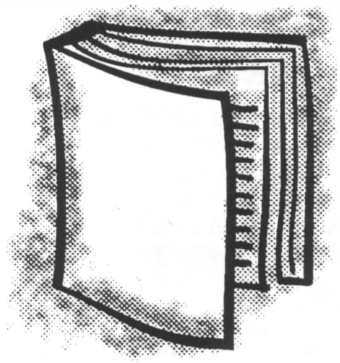


See Also

For more information about WordPad, look up "WordPad" in the Help Index.

For information about WinPad, look up "WinPad" in the Help Index.

Appendixes



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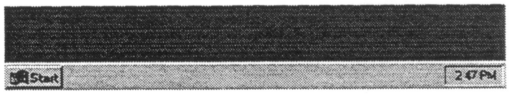
Visual Glossary

This section explains terms and basic actions you will encounter in Windows and in the Windows documentation.

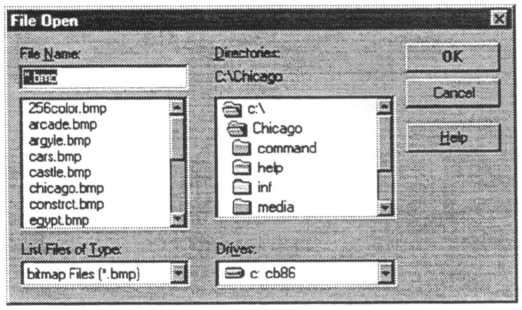
Taskbar



The taskbar is located at the bottom of your screen when you first start Windows. The taskbar contains the *Start button*. It also contains buttons for any programs you are running; you can click these to switch between different windows.

To move the taskbar to a different edge of your screen, move the mouse pointer to an empty part of the taskbar, and then drag the taskbar to the location you want. (See *Mouse skills*)

Dialog box



Windows displays a dialog box when you must supply information or specify options or properties. For example, when you click the Open command to open a document, a dialog box enables you to choose the one you want.

You can use the following types of options in dialog boxes and when you work with the properties for an object.

- Click [ ] to expand the list of choices, and then click the item you want. If there is a scroll bar, you can click the arrows to see more choices.
- Click [ ] next to the option you want. Only one can be selected at a time.
- Click [ ] next to the option you want. More than one can be selected at a time. A check mark appears when the option is selected.

Using a mouse

A mouse or other pointing device works with the principle that first you point at something on your screen, and then you click a mouse button to perform an action on that item.

Note Windows documentation assumes you have a mouse and are right-handed; if you are left-handed, you can swap left and right mouse buttons by using Control Panel.

As you move your mouse on a flat surface, the pointer moves on your screen. If you run out of room, pick up the mouse and place it in another spot. When the pointer points to the item or area you want, you can do one of four things:

- Click: Press and release the left mouse button once.

Left Click

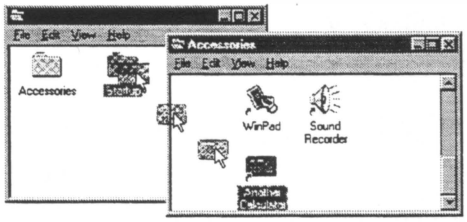
- Double-click: Quickly press and release the left mouse button twice.

Double Click

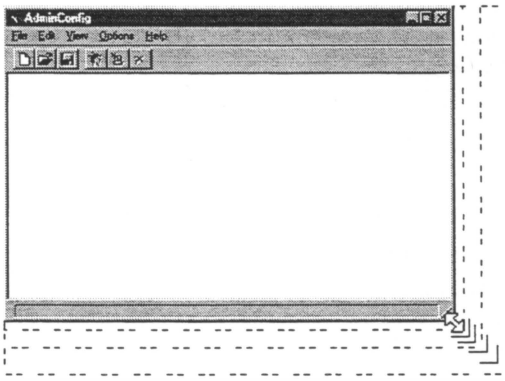
- Right-click: Press and release the right mouse button once.

Right Click

- Drag: To move something from one area of the screen to another, press and hold down the left mouse button. Point to the place you want to move the object to, and then release the mouse button.



Sizing windows



You can change a window's size or shape in order to see more than one window at a time or adjust how much of a window's contents you can see. There are two methods of sizing windows:

- In the upper-right corner of the window, click [] to reduce the window to a button on the taskbar.

  Click [] to enlarge the window to fill the Desktop.

  Click [] to return the window to its previous size. This button replaces the [] button when you maximize the window.

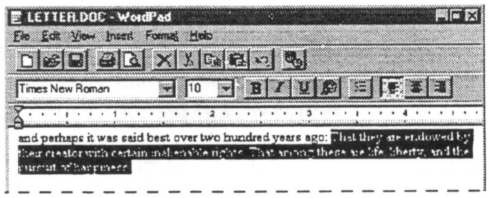
- Move the mouse pointer to the window border. When the pointer changes shape, drag the border to enlarge, reduce, or change the shape of the window.

Moving windows

Moving a window to a different place on the screen can make it easier to see more than one window at a time or see something the window is covering up.

To move a window, drag the title bar to a new location.

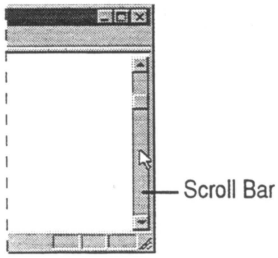
Selecting text


LETTER.DOC - WordPad
File Edit View Insert Format Help
Times New Roman
10
and perhaps it was said best over two hundred years ago:

You select text before doing something to it, such as making it appear bold or copying it to another part of your document.

To select text, point to the beginning of the text you want to select. Press and hold down the mouse button, and then drag the pointer to where you want the selection to end. Then release the mouse button. The text appears highlighted.

Scrolling



If a window is not large enough to display all the text you need, you can use a scroll bar. Click the arrows on the ends of the scroll bar to see the text.

Toolbars

[toolbar art]

Accessibility for People with Disabilities

Microsoft is committed to making its products and services easier for everyone to use. This appendix provides information about the following products and services, which make Windows more accessible for people with disabilities:

- Microsoft support services for people who are deaf or hard-of-hearing
- Features in Windows that make using Windows easier for people with motion or hearing disabilities
- Getting information about other products and services for people with disabilities

Support Services for Individuals Who Are Deaf or Hard-of-Hearing

Through a text telephone (TT or TDD) service, Microsoft provides users who are deaf or hard-of-hearing with complete access to Microsoft's product and customer support services.

You can contact Microsoft support services by using a text telephone by dialing (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time. Microsoft's product support services are subject to Microsoft's prices, terms, and conditions in place at the time the service is used.

Windows Accessibility Features

Windows includes several accessibility features which provide users who are movement or hearing disabiled with better access to computers that run Windows. These features allow you to change your display, mouse, and keyboard features, as well as use sound to help you use Windows most effectively. You can find these features in the Accessibility control panel. For a more detailed list of procedures, look up "accessibility" in the Help Index.

Documentation on Audio Cassettes and Floppy Disks

People who cannot use printed documenation can obtain most of Microsoft's publications from Recording for the Blind, Inc. Recording for the Blind distributes these documents to registered members of their distribution service, either on audio cassettes or on floppy disks. Recording for the Blind's collection contains more than 80,000 titles, including Microsoft product documentation and books from Microsoft Press. You can contact Recording for the Blind at the following address:

Recording for the Blind
20 Roszel Road
Princeton, NJ 08540

Telephone: (800) 221-4792
Fax: (609) 987-8116

Getting More Information About Products and Services

For more information about Microsoft products and services for people with disabilities, contact Microsoft Customer Sales and Service at (800) 426–9400 (voice) or (206) 635–4948 (text telephone).

The Trace R&D Center at the University of Wisconsin-Madison produces a book and a compact disc that describe products that help people with disabilities use computers. The book, titled *Trace ResourceBook*, provides descriptions and photographs of about 2,000 products. The compact disc provides a database of more than 17,000 products and other information for people with disabilities. It is issued twice a year and should also be available in many public libraries by early 1993.

You can contact the Trace R&D Center by using the following address or telephone numbers:

Trace R&D Center
S-151 Waisman Center
1500 Highland Avenue
Madison, WI 53705–2280

Voice telephone: (608) 263–2309
Text telephone: (608) 263–5408

For general information and recommendations about how computers can help specific individuals, consult a trained evaluator who can best match the individual's needs with available solutions.

If you are in the United States, you can obtain information about resources in your area by contacting the National Information System, an information and referral center for people with disabilities, at the following address:

National Information System (NIS)
Center for Developmental Disabilities
University of South Carolina, Benson Bldg.
Columbia, SC 29208

Or, call or fax the National Information System by using the following numbers:

Location	Voice/Text Telephone	Fax
United States (excluding South Carolina)	(800) 922–9234	(803) 777–6058
South Carolina	(800) 922–1107	(803) 777–6058
Outside the United States	(803) 777–6222	(803) 777–6058

This service is available only in the English languge.

Troubleshooting

This section is designed to help if you encounter problems when using Microsoft Windows 95.

Using Help Troubleshooters

To use a troubleshooter, look up "troubleshooting" in the Help Index, and then follow the step-by-step instructions to resolve the problem. The following topics are covered in Help troubleshooters:

- If you have trouble printing
- If you run out of memory
- If your computer runs too slowly
- If you have trouble dialing
- If you need more disk space
- If you have trouble using MS-DOS programs
- If you have a hardware conflict
- If you have troble starting Windows

Bypassing your startup files

If you need to, you can start your computer without running the commands in your CONFIG.SYS and AUTOEXEC.BAT files. This is most useful when you are experiencing problems that might be related to the settings in those files.

You can either bypass both files by using fail-safe startup, or have Windows prompt you to confirm the commands in these files.

To start your computer using Fail-Safe Startup

1. Start or restart your computer. After your computer starts, Chicago displays the following text:

   ```
   Starting Windows...
   ```

2. While the text is on your screen, press and release the F5 key.

TIP

Information about the last time you started Windows is stored in the BOOTLOG.TXT file, located in your root directory. See this file to determine which files did not load successfully.

Your computer will start with a basic configuration instead of your usual configuration. Therefore, some parts of your system might not work as they usually do. When you have started in Fail-Safe mode, you can then make changes to your CONFIG.SYS and AUTOEXEC.BAT files. Then restart your computer.

To confirm each startup command

1. Start or restart your computer. After your computer starts, Chicago displays the following text:

   ```
   Starting Windows...
   ```

2. While the text is on your screen, press and release the F8 key. Chicago displays the following text:

3. Chicago displays each startup step followed by a prompt. For example, when Chicago would scan the registry, it displays the following prompt:

   ```
   Process system registry [Y,N]
   ```

   To carry out the current command, press Y for Yes. To bypass that command, press N for No.

   To carry out all the remaining startup commands, press ESC. To bypass all remaining startup commands, press F5

Microsoft Support Services

If you have a question about Microsoft Windows 95, first look in the user's guide or consult online Help. You can also find late-breaking updates and technical information in the README file that came with your Windows disks. If you cannot find the answer, contact the Microsoft Support Network.

Services vary outside the United States and Canada. Outside the United States and Canada, contact Microsoft Product Support Services at the Microsoft subsidiary office that serves your area. For information about Microsoft subsidiary offices, see "Product Support Worldwide" later in this section.

The Microsoft Support Network is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice.

Product Support Within the United States and Canada

In the United States and Canada, the following support services are available through the Microsoft Support Network. These services are available 24 hours a day, 7 days a week, including holidays.

Microsoft FastTips (800) 936-4200 on a touch-tone telephone. Receive automated answers to common questions, and access a library of technical notes, via recording or fax.

CompuServe You can access Microsoft forums or the Microsoft Knowledge Base. For information, see the README file provided with Windows.

Microsoft Download Service You can access, via modem, the Driver Library and the most current technical notes. For information, see the README file provided with Windows.

Internet You can access the Driver Library and the Microsoft Knowledge Base. For information, see the README file provided with Windows.

Standard Support

In the United States, no-charge support from Microsoft support engineers is available via a toll call between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. This support is available for 90 days after your first call to a support engineer.

- For technical support for Windows, call (206) 637-7098.

Note These times and days apply for all the following categories of support, except where noted.

- In the United States, for technical support for Windows, call (206) 637-7098.
- In Canada, call (905) 568-3503.

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version number of the Microsoft product that you are using
- The type of hardware that you are using
- The exact wording of any messages that appeared on your screen
- A description of what happened and what you were doing at the time
- A description of how you tried to solve the problem

Priority Support

The Microsoft Support Network offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, except holidays.

- In the United States, call (900) 555-2000; $2 (U.S.) per minute, $25 (U.S.) maximum. Charges appear on your telephone bill. Not available in Canada.
- In the United States, call (800) 936-5700; $25 (U.S.) per incident, billed to your VISA, MasterCard, or American Express card. In Canada, call (800) 668-7975; $30 per incident.

Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948. In Canada, using a TT/TDD modem, dial (905) 568-9641.

Other Support Options

The Microsoft Support Network offers annual support plans. For information, see the README file included with Windows.

Microsoft Solution Providers Program

Microsoft Solution Providers are independent organizations that provide consulting, integration, customization, development, technical support and training, and other services for Microsoft products. For information, see the README file included with Windows.

Microsoft TechNet

Microsoft TechNet is an annual information service created for those who support or educate end users, administer networks or databases, create automated solutions, and recommend or evaluate information technology solutions. For information about Microsoft TechNet, see the end of this chapter.

Product Support Worldwide

If you cannot find a solution by using online Help, the user guide, or other means, you can receive information on how to obtain product support by contacting the Microsoft subsidiary office that serves your country.

Calling a Microsoft Subsidiary Office

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version number of Microsoft product that you are using
- The type of hardware that you are using, including network hardware, if applicable
- The operating system that you are using

- The exact wording of any messages that appeared on your screen
- A description of what happened and what you were doing at the time
- A description of how you tried to solve the problem

The following list contains Microsoft subsidiary offices and the countries they serve. If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product. This list provides only basic Technical Support phone numbers; other services such as BBS and fax numbers may be available. Please also see the README file provided with Windows for additional information.

Area	Telephone Numbers
Argentina	Microsoft de Argentina S.A. Technical Support: (54) (1) 815-1521
Australia	Microsoft Pty. Ltd. Technical Support: (61) (02) 870-2131
Austria	Microsoft Ges.m.b.H. Standard Support: Windows: 0660-6510
Belgium	Microsoft NV Technical Support: 02-5133274 (Dutch speaking) 02-5023432 (English speaking) 02-5132268 (French speaking)
Bolivia	See Argentina
Brazil	Microsoft Informatica Ltda. Technical Support: (55) (11) 871-0090
Caribbean	Microsoft Caribbean, Inc. Technical Support: (214) 714-9100
Chile	Microsoft Chile S.A. Phone: 56 2 218 5771; 56 2 218 5711; 56 2 218 7524
Colombia	Microsoft Colombia Technical Support: (571) 618 2255
Czech Republic	Microsoft Technical Support: (+42) (2) 245 10554
Denmark	Microsoft Denmark AS Technical Support: (45) (44) 89 01 11

Area	Telephone Numbers
Dubai	Microsoft Middle East Phone: (971) 4 513 888
England	See United Kingdom
Finland	Microsoft OY Phone: (358) (0)9 0 525 501 For Technical Support, please contact your local dealer.
France	Microsoft France Technical Support Phone: (33) (1) 69-86-10-20
French Polynesia	See France
Germany	Microsoft GmbH Standard Support: Windows: 089/3176-1110
Greece	Microsoft Hellas, S.A. Phone: (30) (1) 6893 631 through (30) 1 6893 635
Hong Kong	Microsoft Hong Kong Limited Technical Support: (852) 804-4222
Hungary	Microsoft Hungary Technical Support: (36) (0)1/1172289
Ireland	See United Kingdom
Israel	Microsoft Israel Ltd. Phone: 972-3-575-7034
Italy	Microsoft SpA Technical Support: (39) (2) 7039-8351
Japan	Microsoft Company Ltd. PSS Technical Support Fax: (81) (3) 5454-7955
Korea	Microsoft CH Technical Support: (82) (2) 531-4800
Liechtenstein	See Switzerland (German speaking)
Luxembourg	Microsoft NV Technical Support: (32) 2-5133274 (Dutch speaking) (32) 2-5023432 (English speaking) (32) 2-5132268 (French speaking)
México	Microsoft México, S.A. de C.V. Technical Support: Desktop & OS: (52) (5) 325-0912

Area	Telephone Numbers
Netherlands	Microsoft BV Technical Support: 02503-77877 (Dutch speaking) 02503-77853 (English speaking)
New Zealand	Microsoft New Zealand Ltd Technical Support: 64 (9) 357-5575
Northern Ireland	See United Kingdom
Norway	Microsoft Norway AS Technical Support: (47) (22) 02 25 50
Papua New Guinea	See Australia
Paraguay	See Argentina
Poland	Microsoft Sp.z o.o. Technical Support: (+48) (2) 6216793 or (+48) (71) 441357
Portugal	MSFT, Lda. Phone: (351) 1 4412205
Republic of China	Microsoft Taiwan Corp. Technical Support: (886) (2) 508-9501
Republic of Ireland	See United Kingdom
Russia	Microsoft A/O Technical Support: (+7) (095) 267-8844 or (+7) (095)158-6963
Scotland	See United Kingdom
Singapore	Microsoft Singapore Pte Ltd Technical Support for Personal Operating Systems : (65) 220-7202
Slowenia	See Germany Technical Support Phone: (+386) (61) 1232354
Slovak Republic	Microsoft Technical Support: (+42) (7) 312083
South Africa	Microsoft South Africa Technical Support: (11) 27 445 0100
Spain	Microsoft Iberica SRL Technical Support: (34) (1) 803-9960

Area	Telephone Numbers
Sweden	Microsoft AB Information on Technical Support: (46) (8) 752 09 29
Switzerland	Microsoft AG Standard Support: Windows: 01/342-4085 Technical support (French speaking): 022-738 96 88
Turkey	Microsoft Turkey Phone: (90) 212 2585998
United Kingdom	Microsoft Limited Technical Support: Personal Operating Systems: (44) (734) 271000
Uruguay	See Argentina
Venezuela	Corporation MS 90 de Venezuela S.A. Technical Support: 58.2.910046, 58.2.910510
Wales	See United Kingdom

Microsoft TechNet, Technical Information Network

Microsoft TechNet is an annual information service created for those who support or educate end users, administer networks or databases, create automated solutions, and recommend or evaluate information technology solutions. Microsoft TechNet provides information on Microsoft products and on supporting and administering Microsoft-based solutions.

TechNet members receive twelve monthly TechNet CDs containing the complete Microsoft Knowledge Base, Resource Kits, products facts and features, educational materials, conference session notes, and other technical information. Members also receive four quarterly updates of the Microsoft Drivers and Patches CD containing drivers and patches for most Microsoft applications. Other membership benefits include a dedicated TechNet CompuServe forum (GO TECHNET), and the online Microsoft Services Directory.

Availability and the services of Microsoft TechNet may vary by country. To join Microsoft TechNet, call the appropriate number in the following list.

Area	Telephone Numbers
Australia	61 2 870 2100
Argentina	54-1-814-5105/54-1-814-4807/54-1-814-4808
Brazil	(55) 011-542-4781
Canada	(1) (800) 344-2121
Caribbean Region	(1) (800) 344-2121 or (1) (402) 691-0173
Chile	65-2-2048257
Colombia	(57) (1) 618-2245
Europe	+31 10 258 88 64
France	05 90 59 04 (toll-free)
Germany	0130 81 02 11 (toll-free)
Hong Kong	(852) 756-5560
India	91-11-646 0694
Israel	(972) (3) 575-7034
Japan	03-5600-5036
Mexico	(525) 325-09-11
Netherlands	06 022 24 80 (toll-free)
New Zealand	64 9 308 9318
Russia	7-095-244-3474
Singapore	(65) 220-7380
South Africa	27 11 445 0000
South Korea	82 2 531 4500
Turkey	90-212-258 59 98
United Arab Emirates	971 4 513888
United Kingdom	0800 960 279 (toll-free)
United States	(1) (800) 344-2121
Venezuela	58-2-910008
All Other Countries	(1) (402) 691-0173

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